

FIG. 1

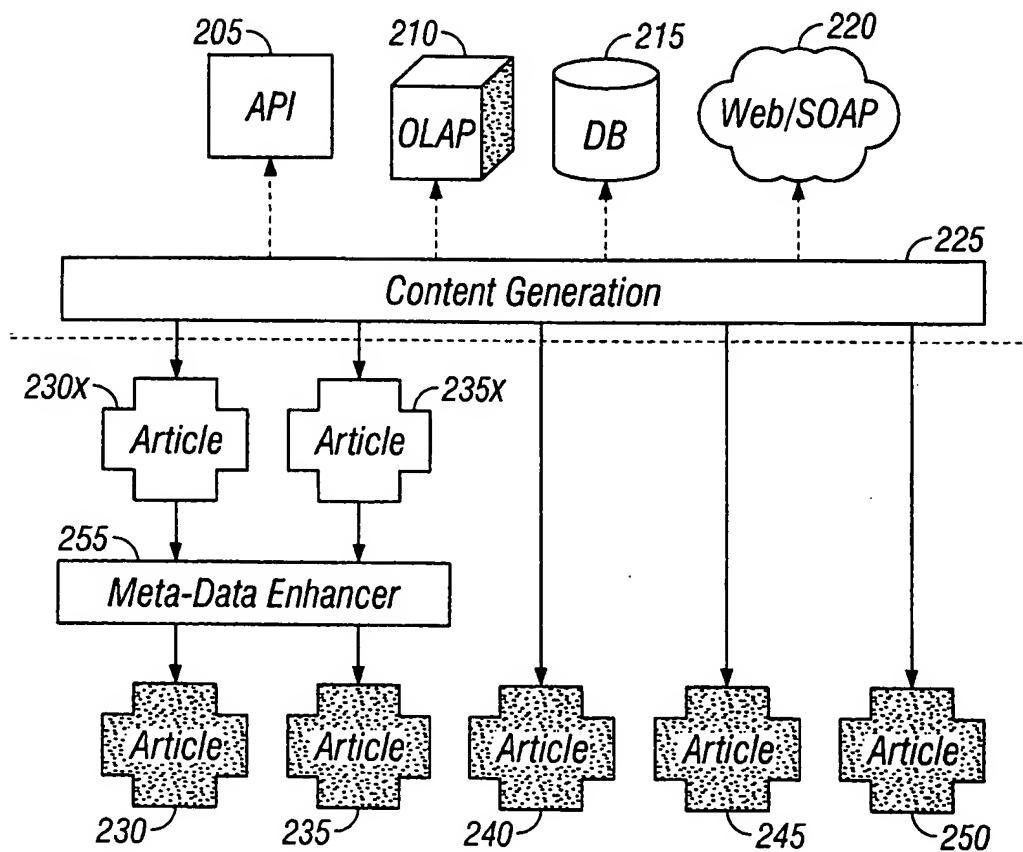


FIG. 2

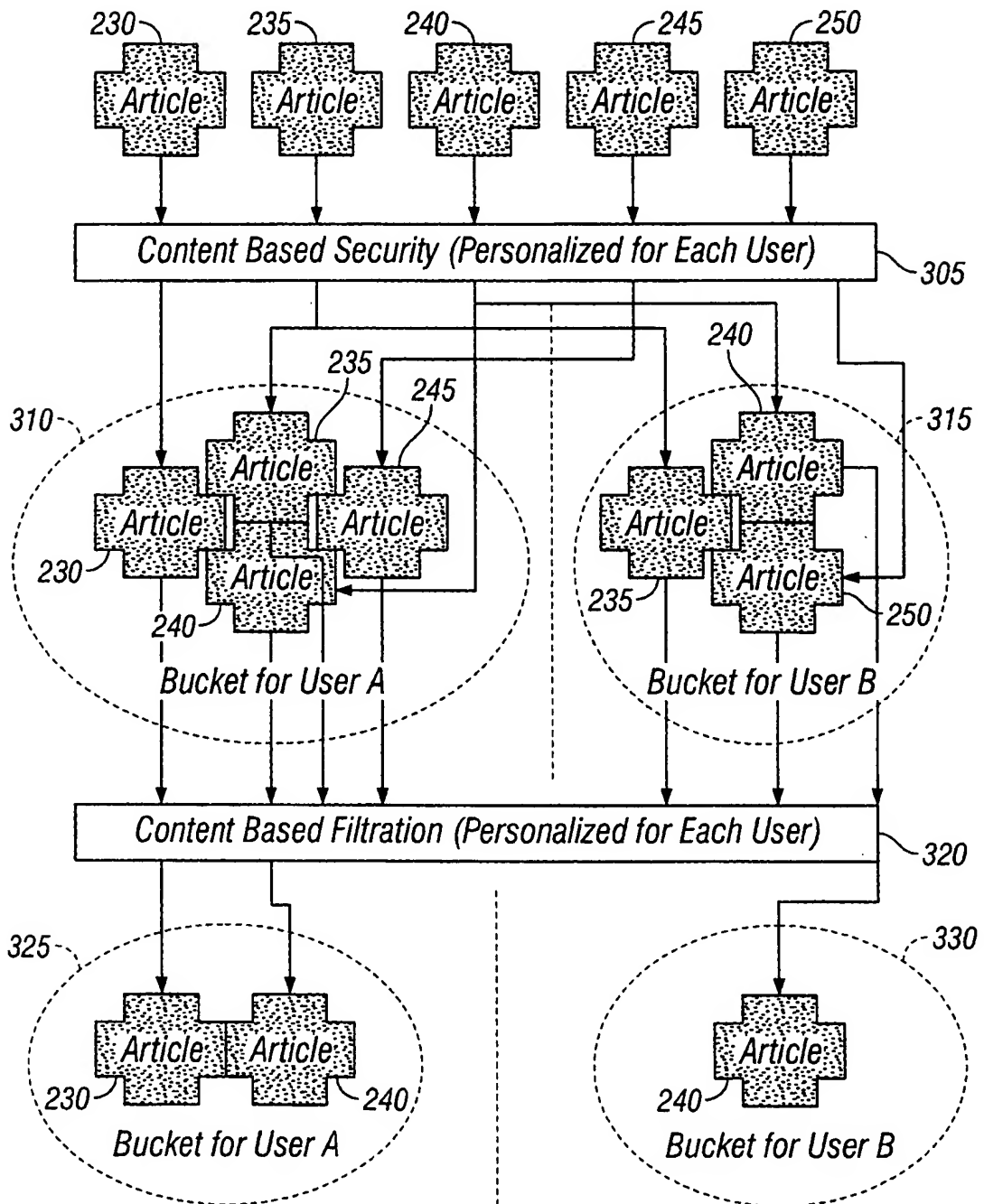


FIG. 3

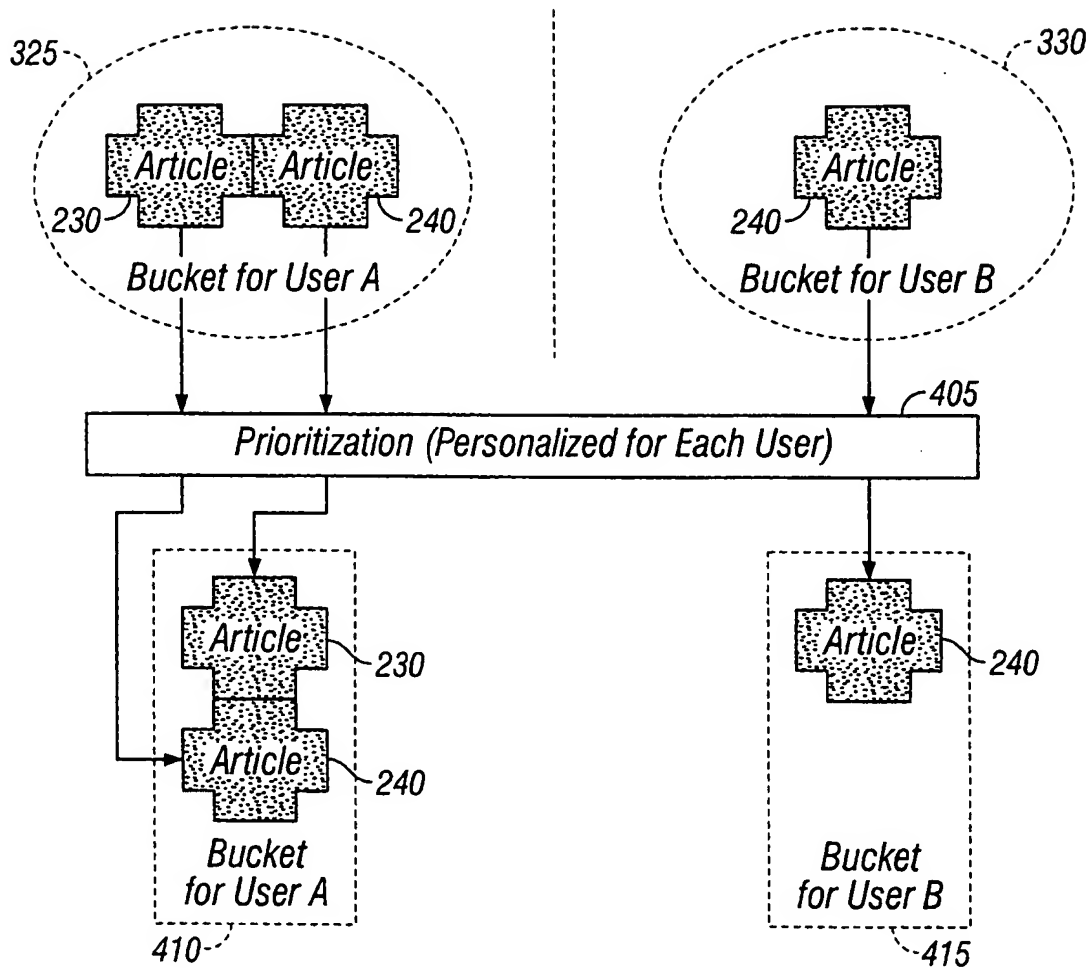


FIG. 4

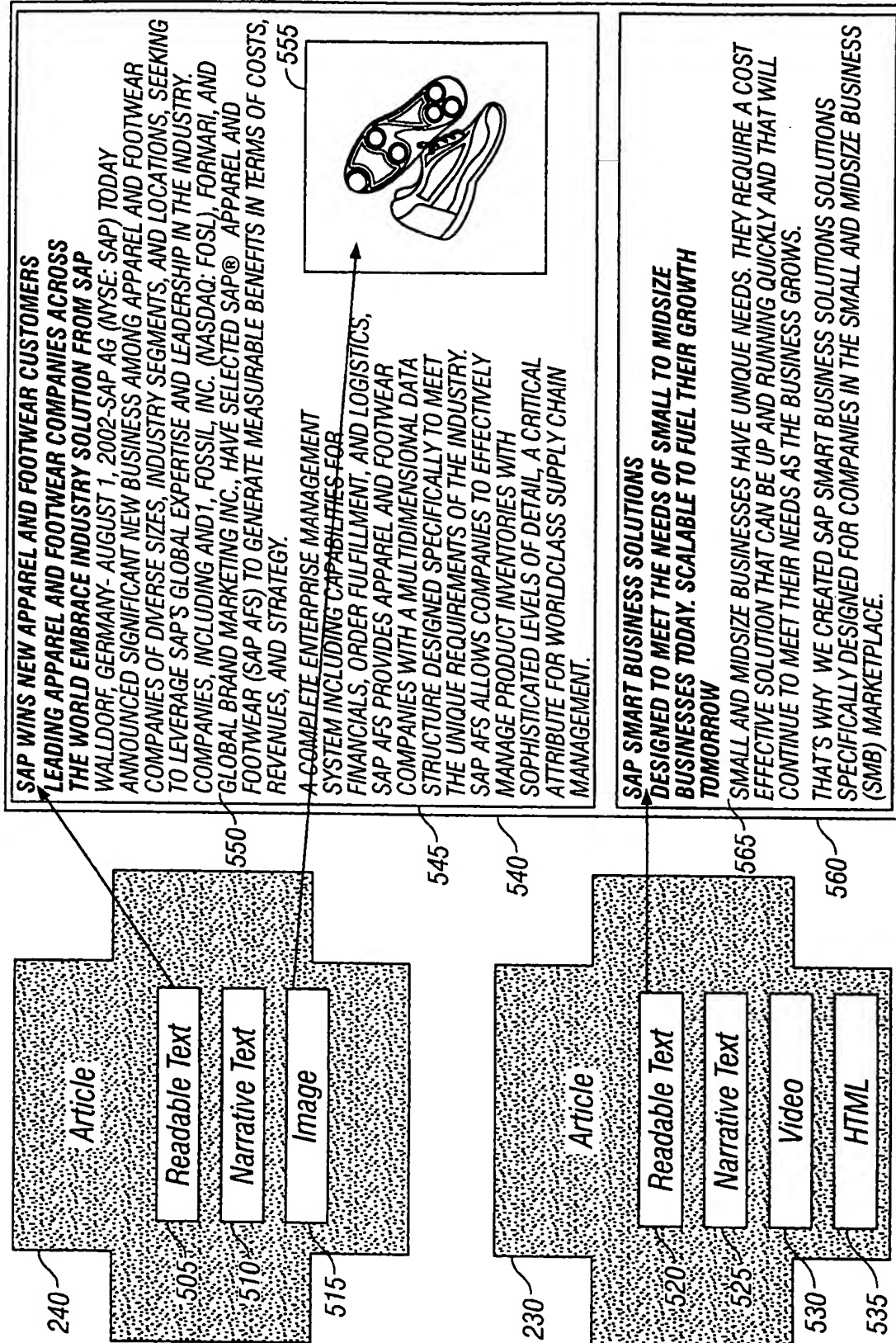


FIG. 5

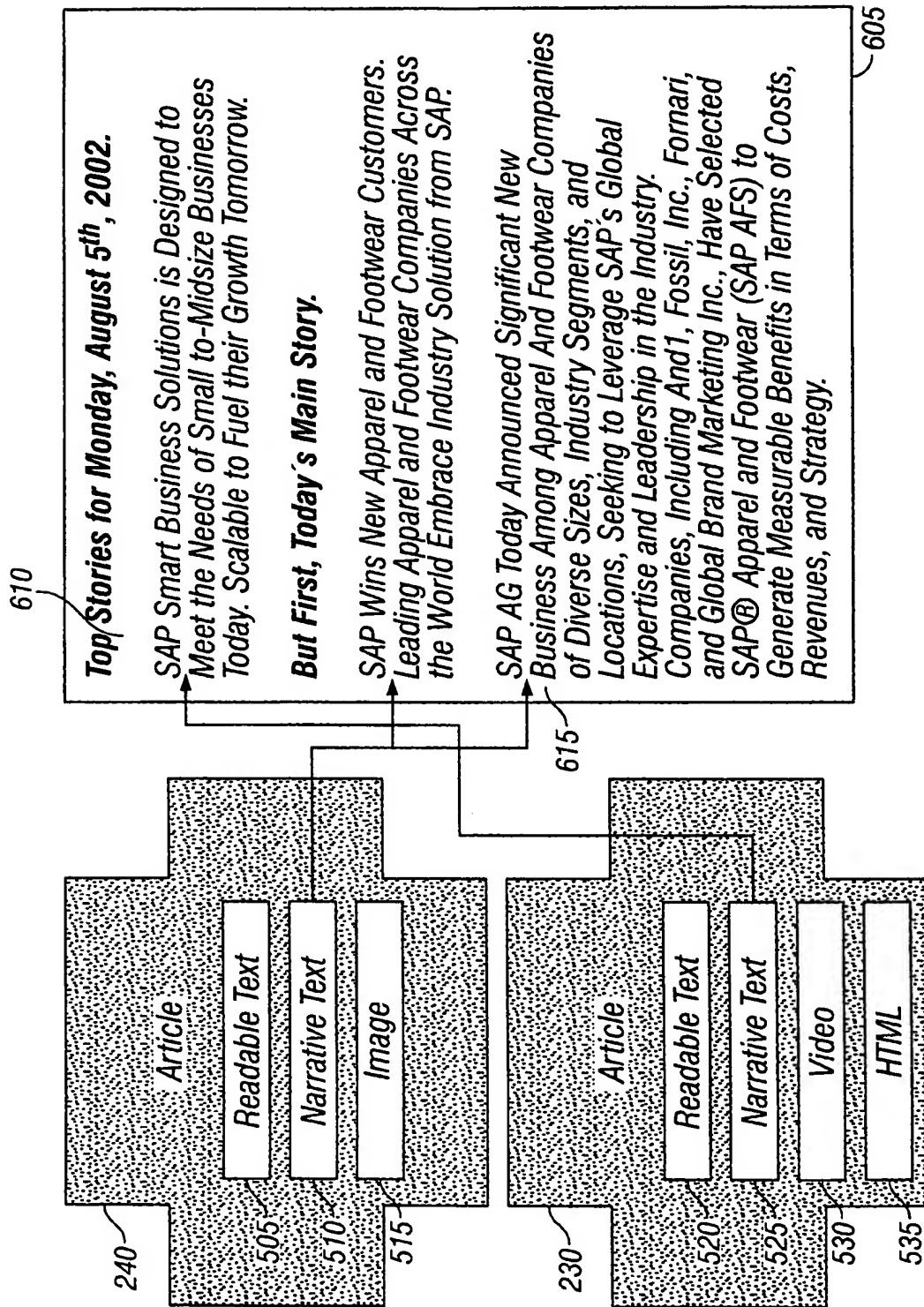


FIG. 6

<Article>
 <Time>2002 -04- 24 15:02</Time> 705
 <Importance>Normal</Importance> 700
 <Author>agent@food4all.com</Author> 710
 <Content Type= " text/narrative " >
 <Headline>
 Four of our top customers in the Eastern Region have pending complaints. 715
 </Headline>
 <Details>
 Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints;
 My Muffin Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of annual sales
 have 3; and Have Your Cake, Inc with \$850K of annual sales have 2. The complaints
 KPI is at 88.7M 720
 </Details>
 </Content>
 <Content Type= " text/html " > 725
 <Headline>
 Pending Support Complaints for Top Customers in Eastern Region 730
 </Headline>
 <Html>

Top Customers of Eastern Region - Pending Complaints		
Customer	Sales Vol	Complaints
Wacky Foods	\$10M	8
My Muffins Ltd	\$4M	1
Breads R Us	\$1M	3
Have Your Cake Inc	\$850K	2
Complaints KPI		88.7M

 735
 </Html>
 </Content>
 < DiscussionObjects >
 <Object Class= " BizPartner " Key= " Wacky Foods " />
 <Object Class= " BizPartner " Key= " My Muffins Ltd " /> 740
 <Object Class= " BizPartner " Key= " Breads R Us " />
 <Object Class= " BizPartner " Key= " Have Your Cake Inc " />
 <Object Class= " Region " Key= " Eastern " />
 <Object Class= " SecurityRealm " Key= " Sales Numbers " />
 </DiscussionObjects>
 </Article>

FIG. 7

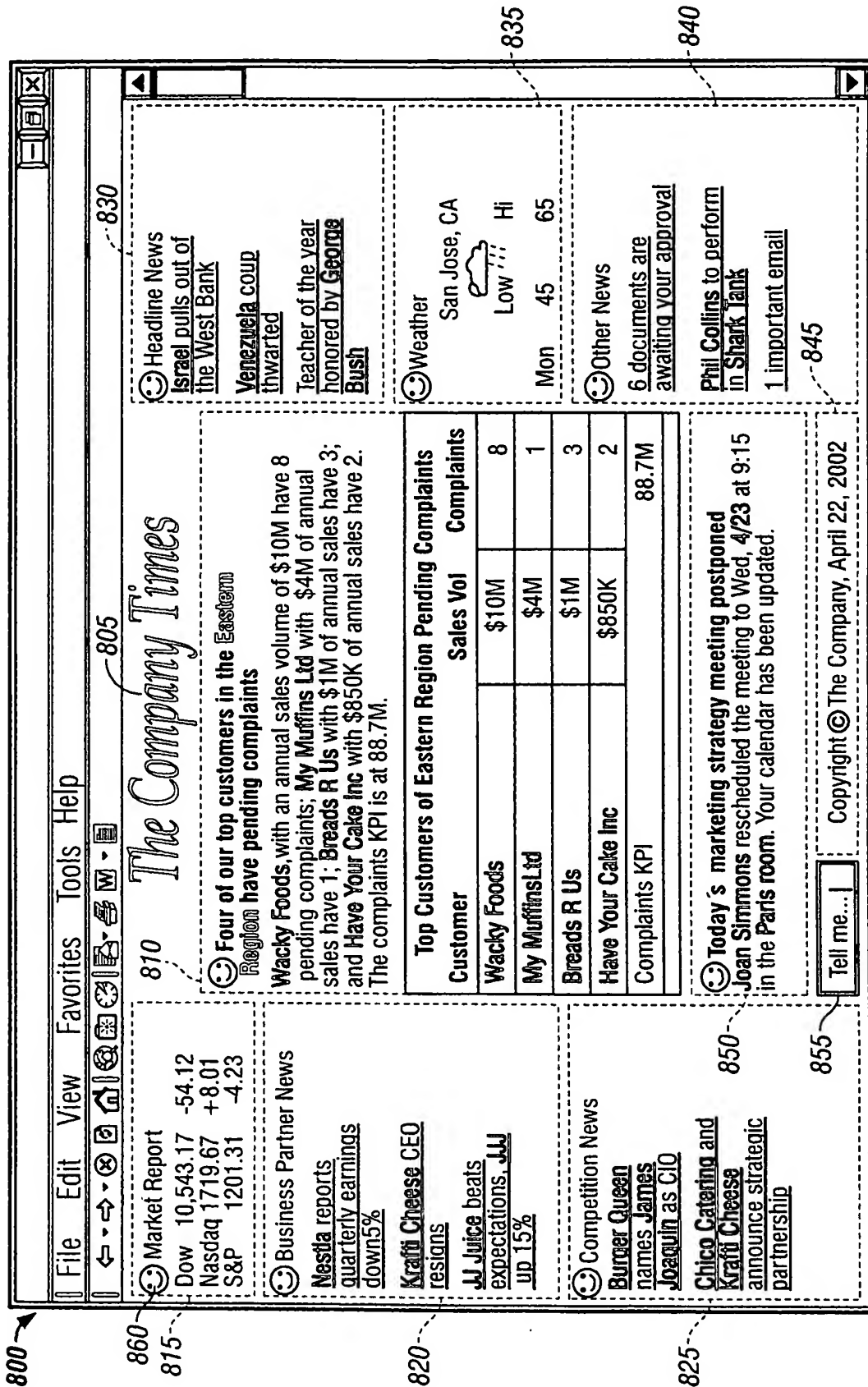


FIG. 8

905

<i>Never Tell me about Krafti Cheese</i> <i>Tell me Everything about Krafti Cheese</i>	
<i>Krafti Cheese is Important to me</i> <i>Krafti Cheese is not Important to me</i>	
<i>Postpone Articles about Krafti Cheese</i> ▸	<i>Tomorrow</i> <i>Tue</i> <i>Wed</i> <i>Thu</i> <i>Fri</i>
<i>Advanced...</i>	<i>1 Week</i> <i>2 Weeks</i> <i>1 Month</i> <i>1 Quarter</i>

910

FIG. 9

1005

Acknowledge	
Never show me Market Report Always show me Market Report	
Market Report is Important to me Market Report is not Important to me	
Postpone Market Report ►	1010 Tomorrow Tue Wed Thu Fri
Advanced...	1 Week 2 Weeks 1 Month 1 Quarter

FIG. 10



FIG. 11

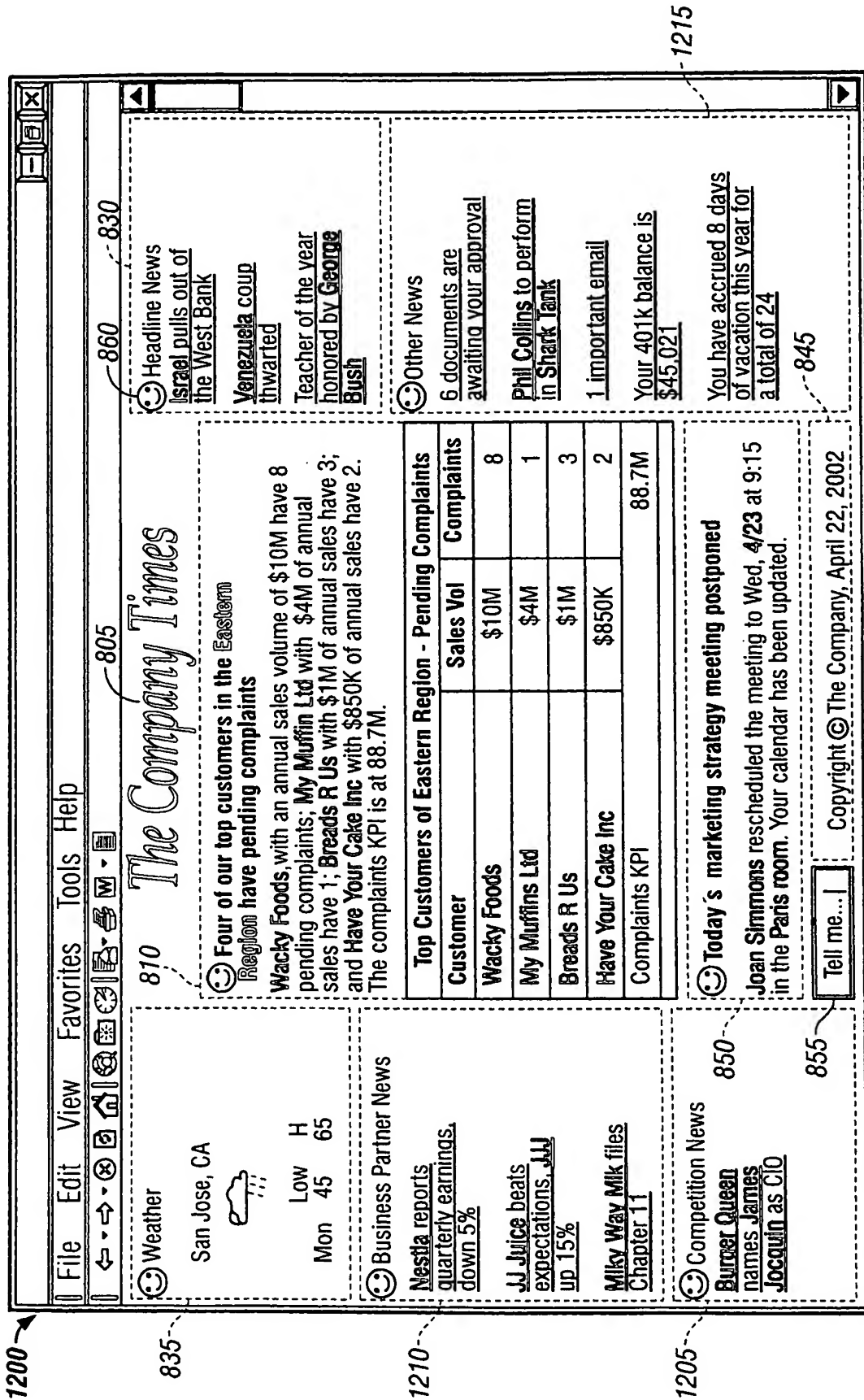


FIG. 12

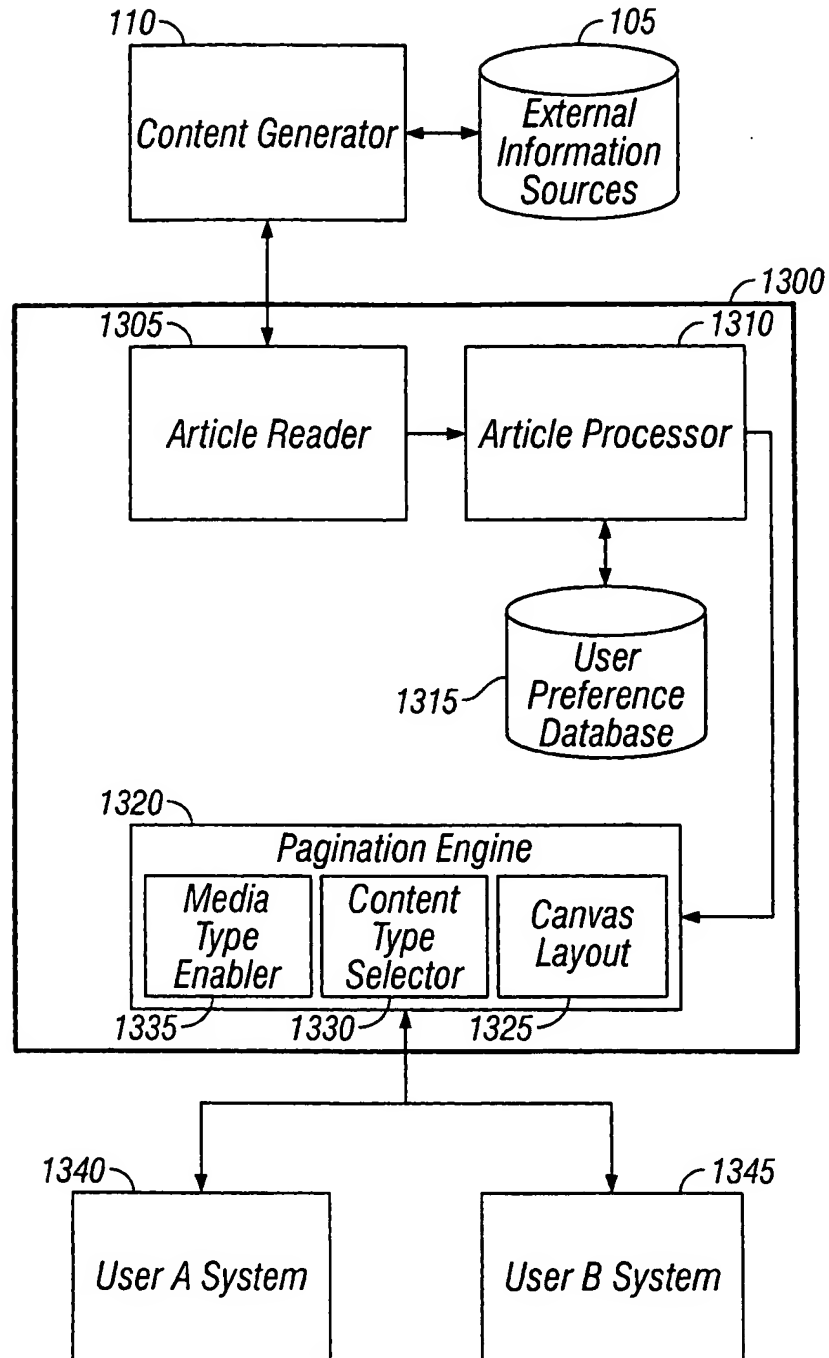


FIG. 13

<Article>
 <Time>2002-04-24 15:02</Time> 1405
 <Importance>Normal</Importance>
 <Author>agent@food4all.com</Author>
 <Content Type="text/narrative"> 1410
 <Headline> 1415
 Four of our top customers in the Eastern Region have pending complaints.
 </Headline>
 <Details> 1420
 Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints;
 My Muffin Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of
 annual sales have 3; and Have Your Cake, Inc with \$850K of annual sales
 have 2. The complaints KPI is at 88.7M
 </Details>
 </Content>
 <Content Type="text/html"> 1425
 <Headline> 1430
 Pending Support Complaints for Top Customers in Eastern Region
 </Headline>
 <Html> 1435

Top Customers of Eastern Region - Pending Support Complaints		
Customer	Sales Vol	Complaints
Wacky Foods	\$10M	8
My Muffins Ltd	\$4M	1
Breads R Us	\$1M	3
Have Your Cake Inc	\$850K	2
Complaints KPI		88.7M

</Html>
 </Content>
 <Content Type="image/gif"> 1440
 <Headline> 1445
 Pending Support Complaints for Top Customers in Eastern Region
 </Headline>
 <Image> 1450

</Image>
 </Content>
 <Content Type="music/midi"> 1455
 <Midi> 1460
 </Midi>
 </Content>
 </Article>

FIG. 14

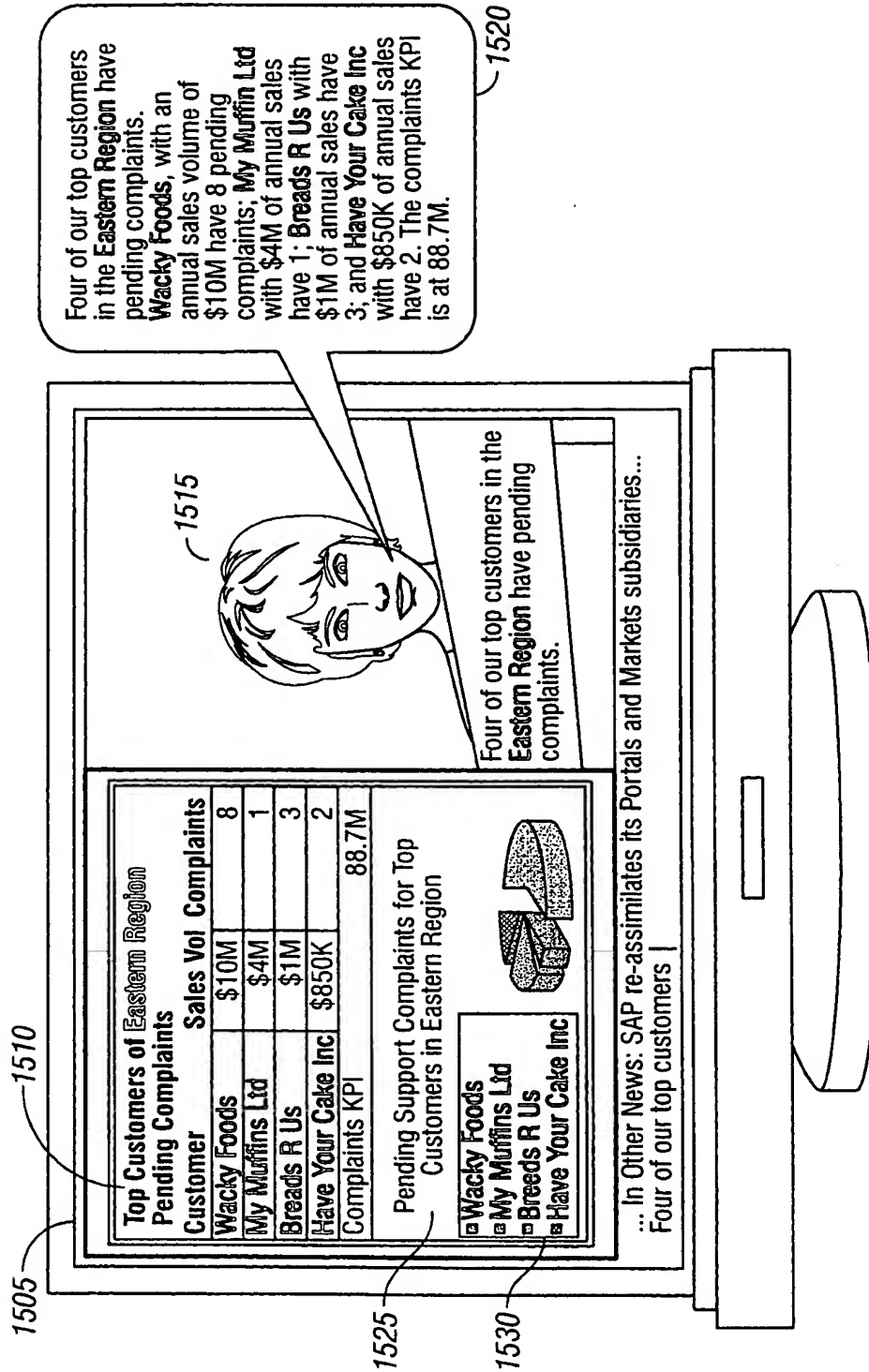


FIG. 15

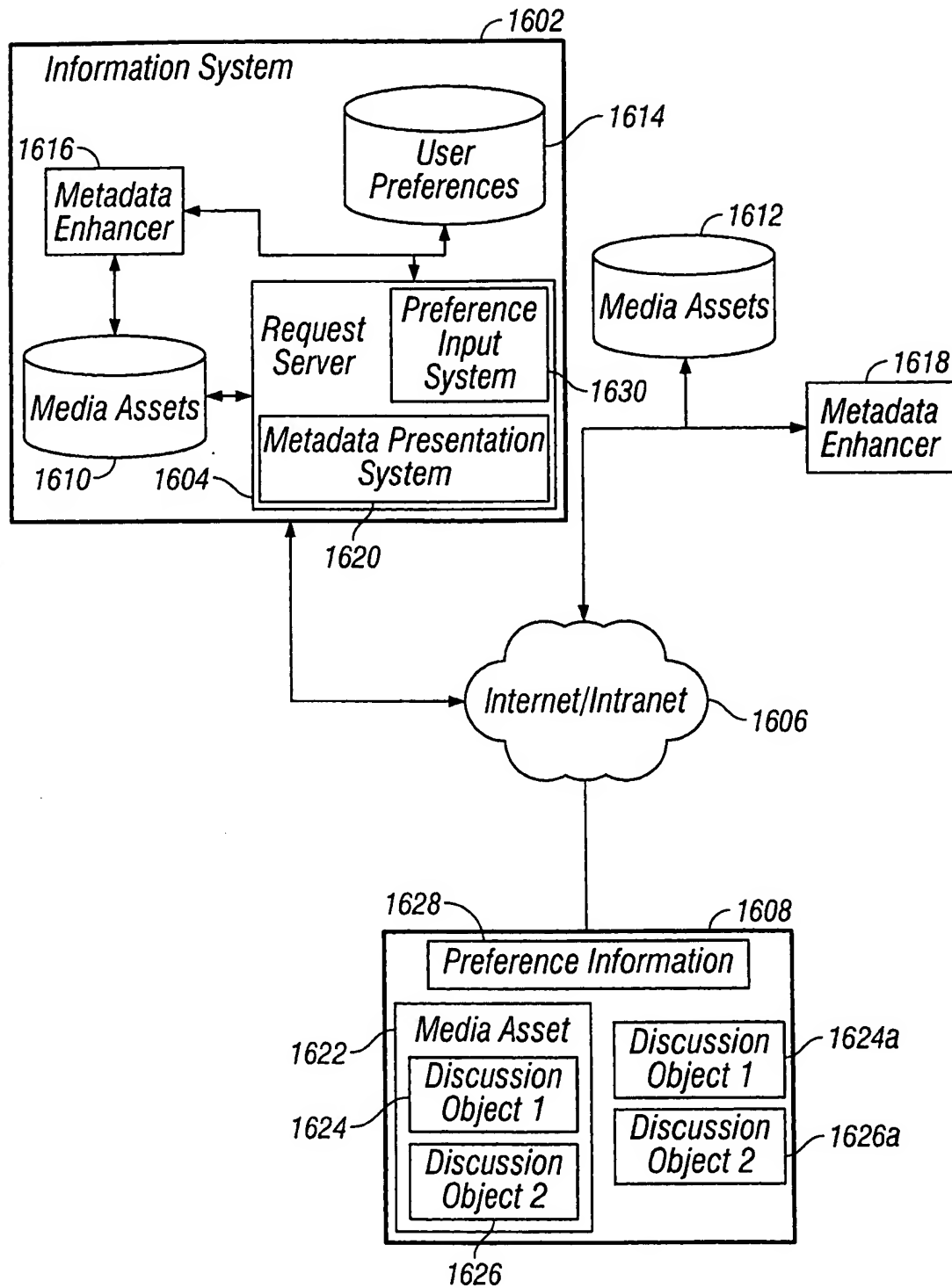


FIG. 16

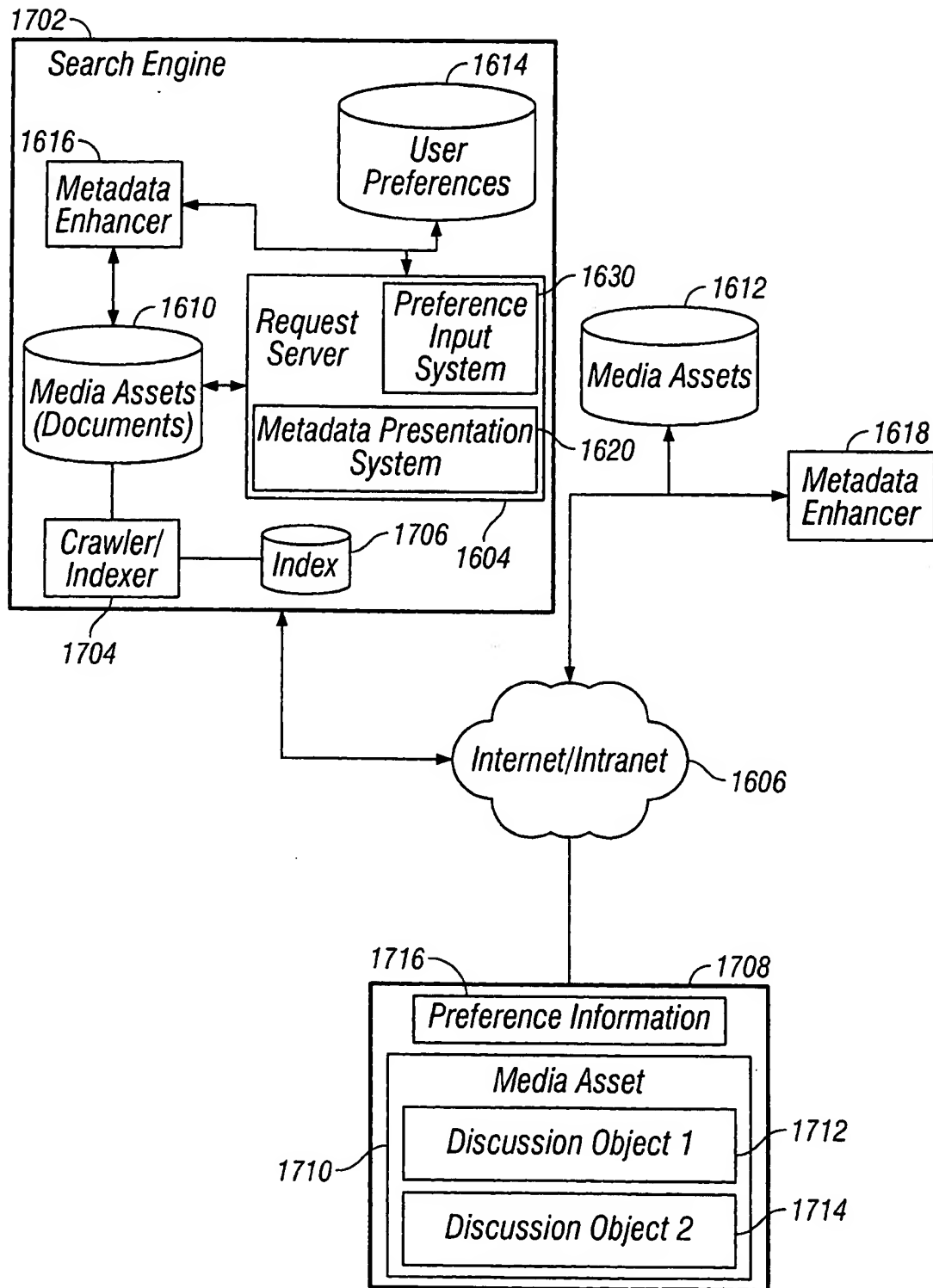


FIG. 17

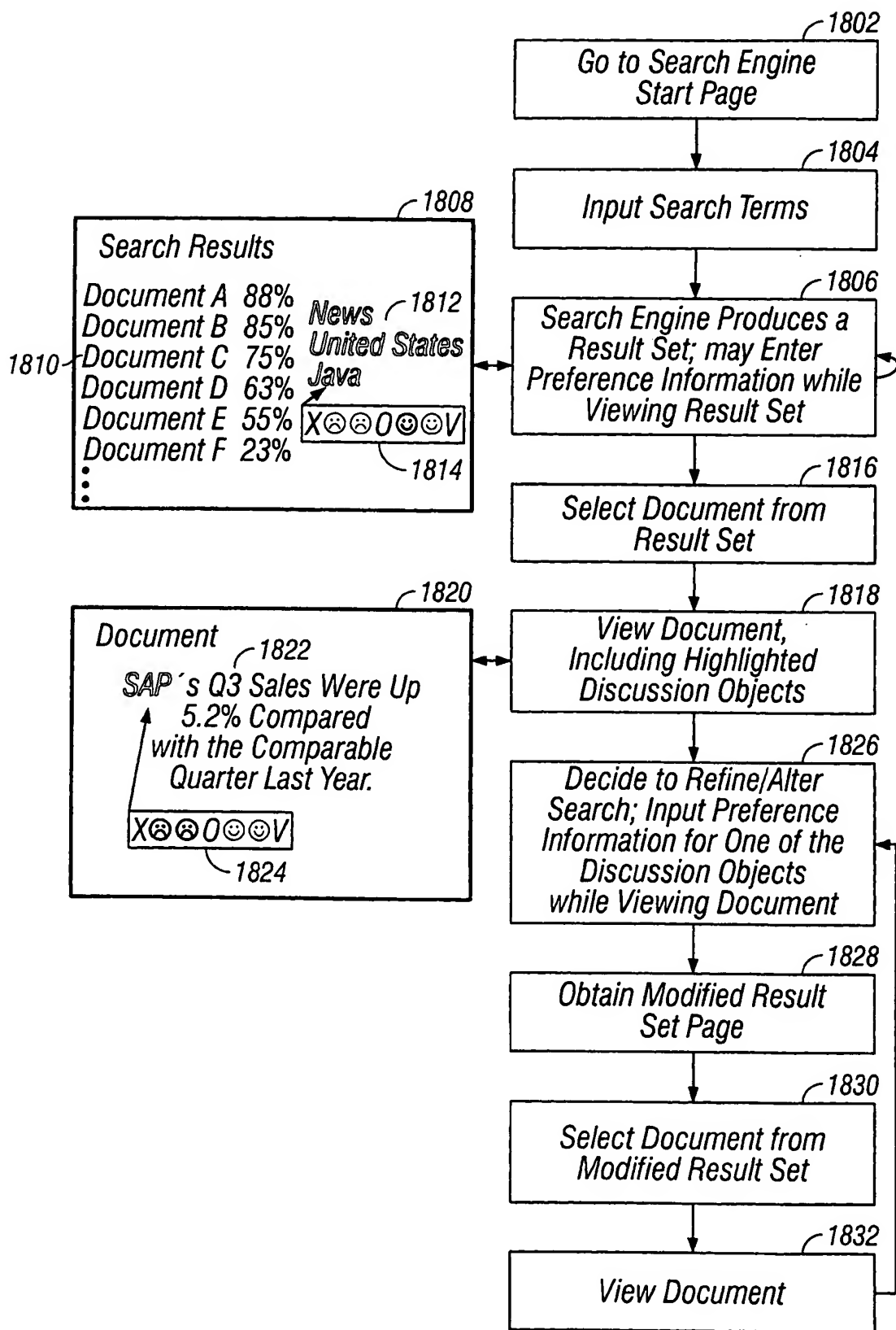


FIG. 18

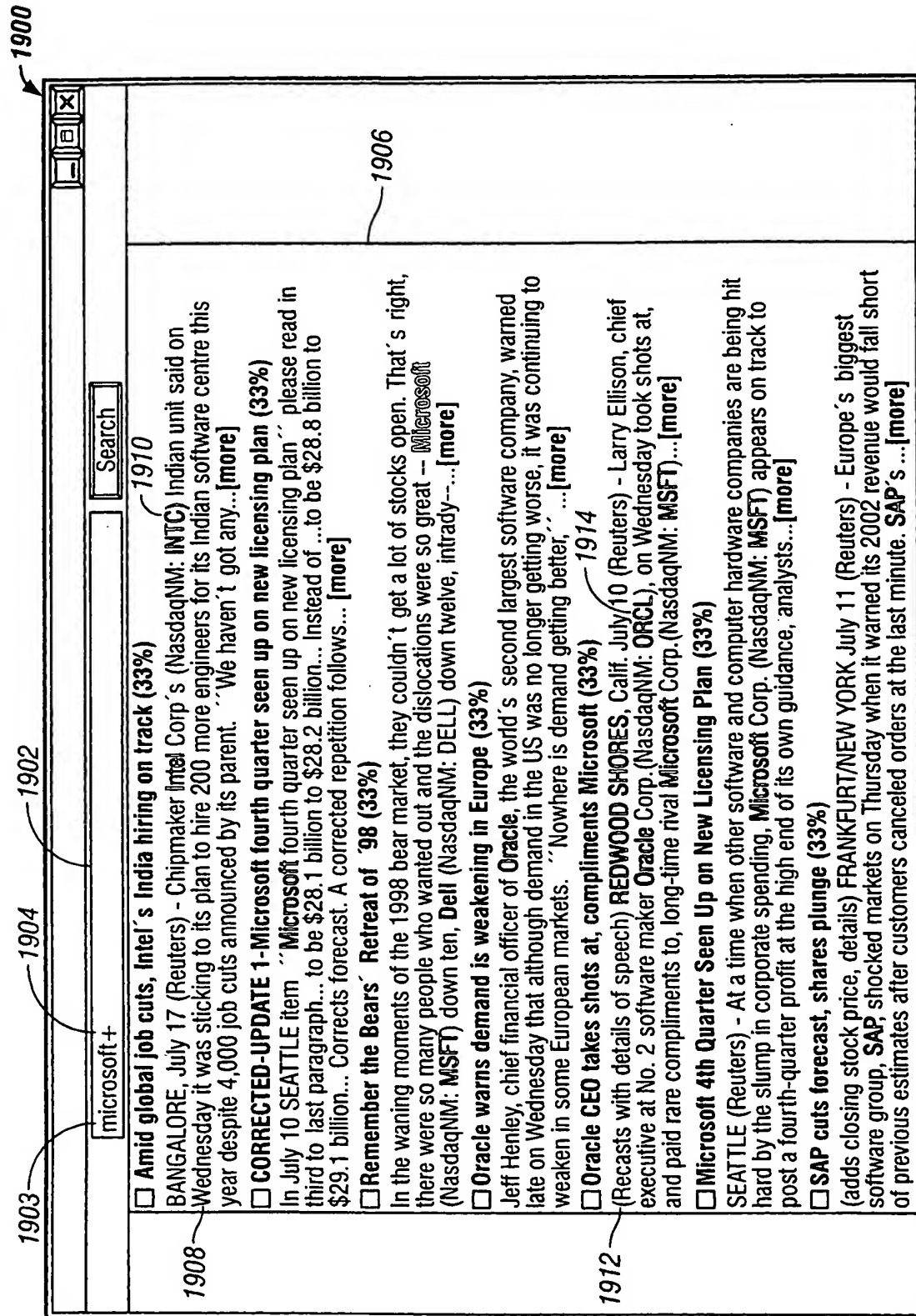


FIG. 19

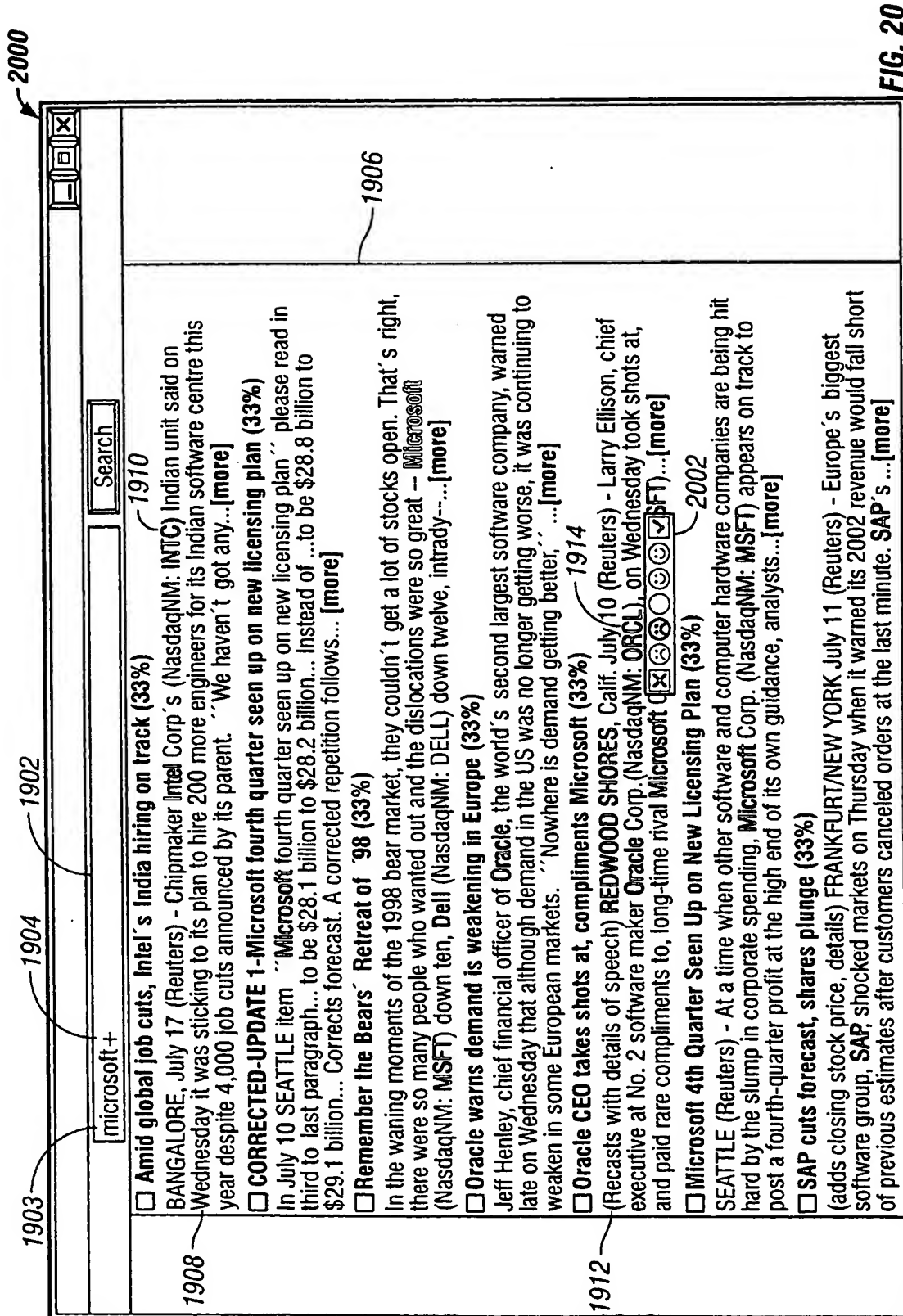


FIG. 20

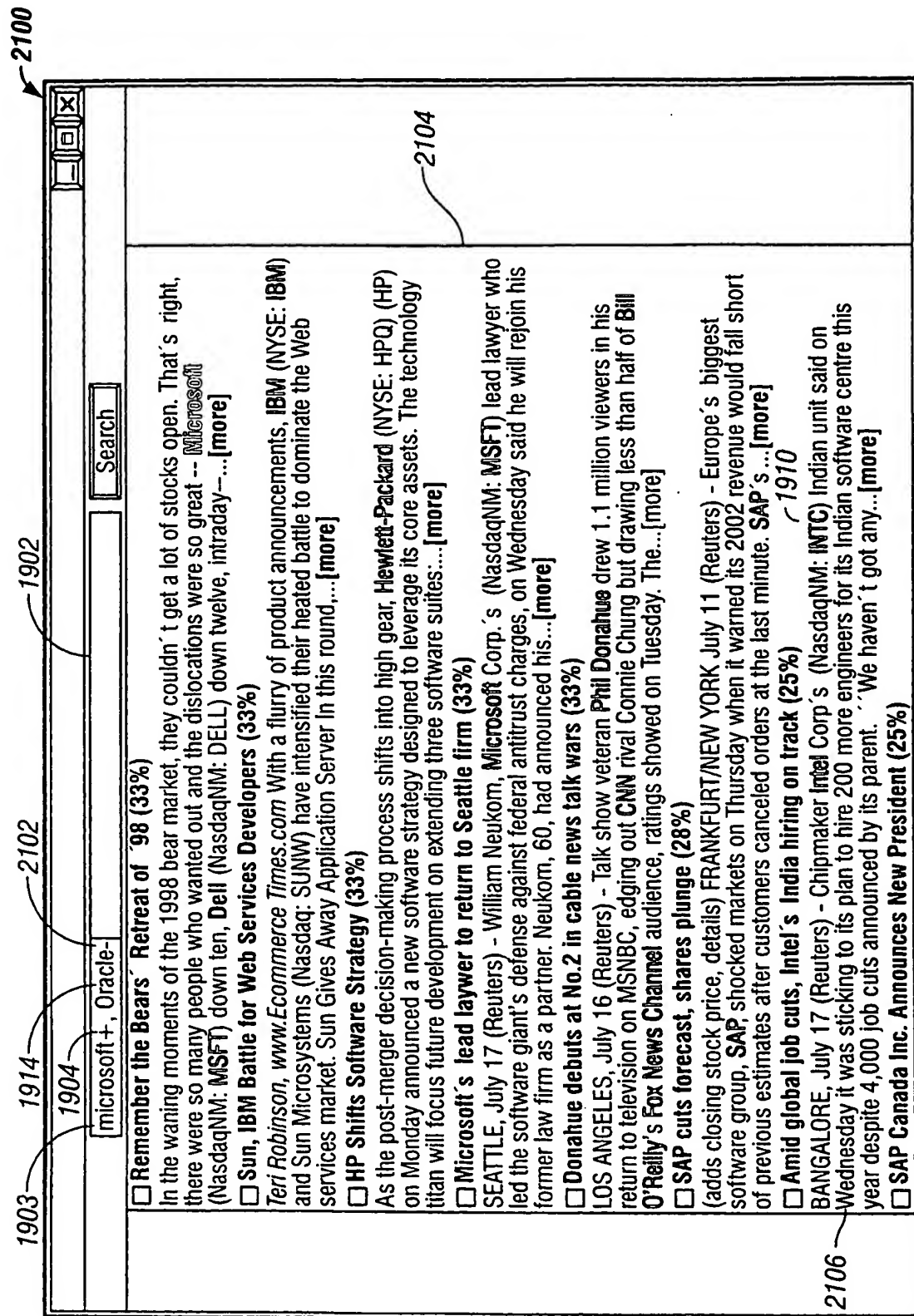


FIG. 21

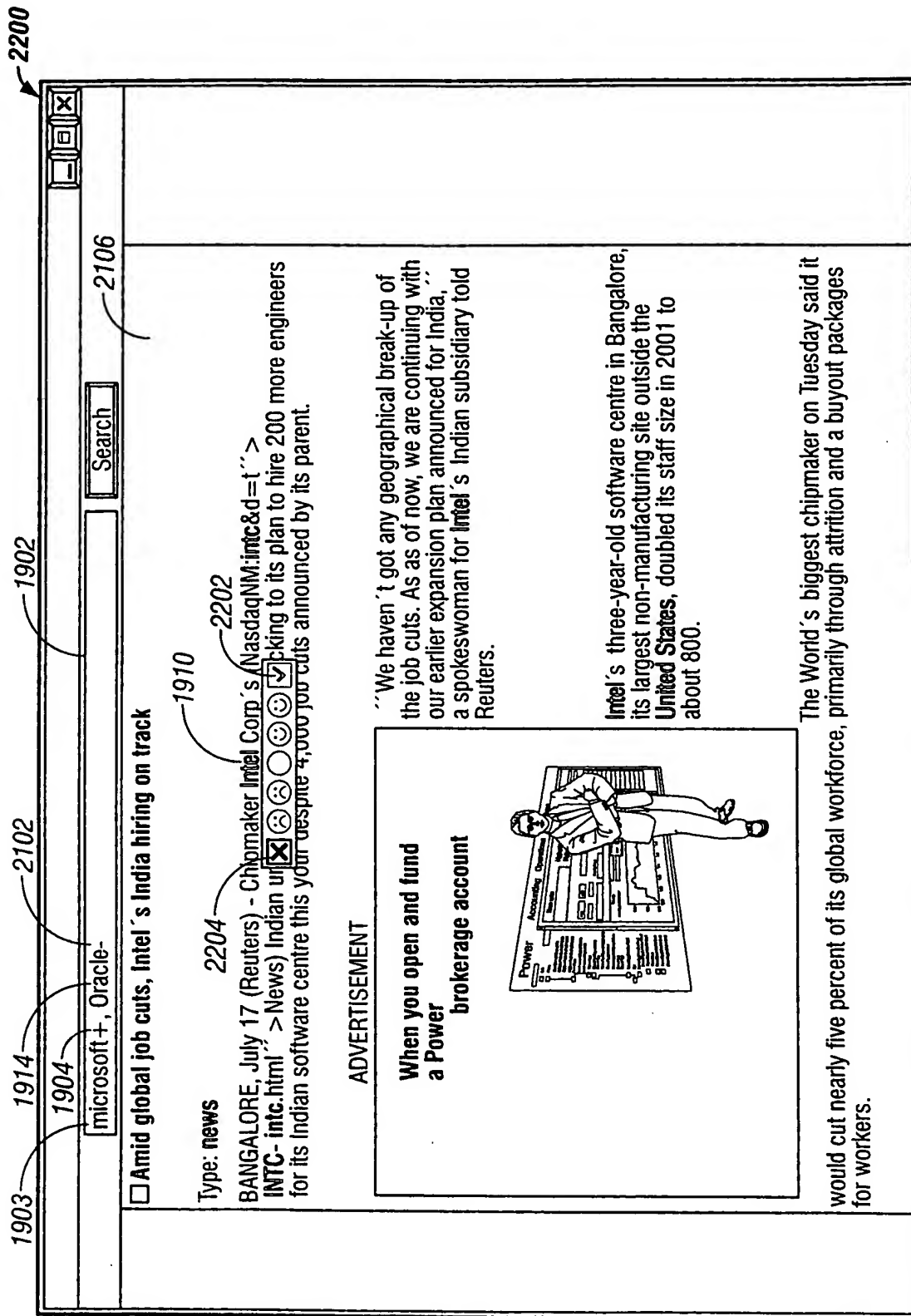


FIG. 22

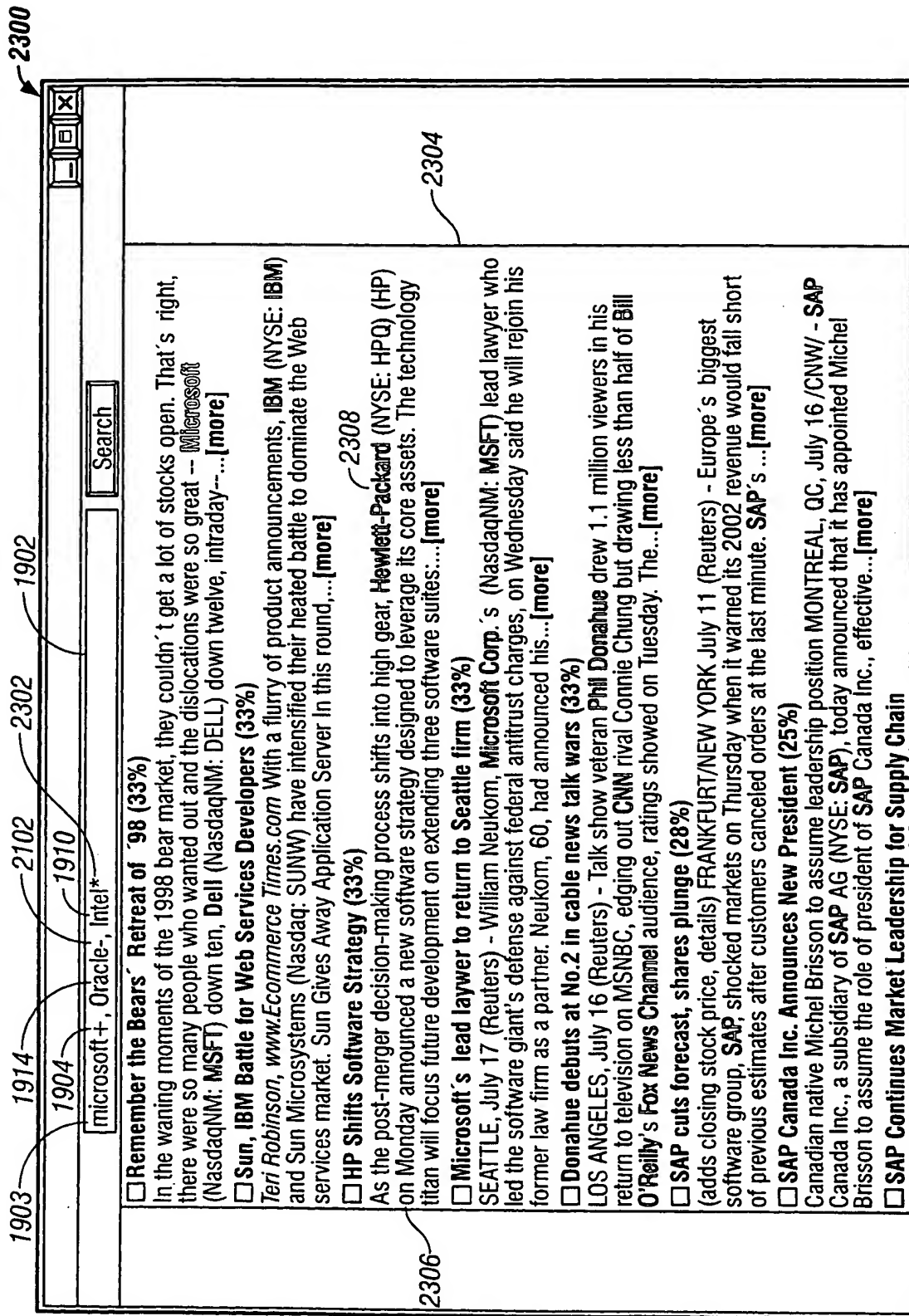


FIG. 23

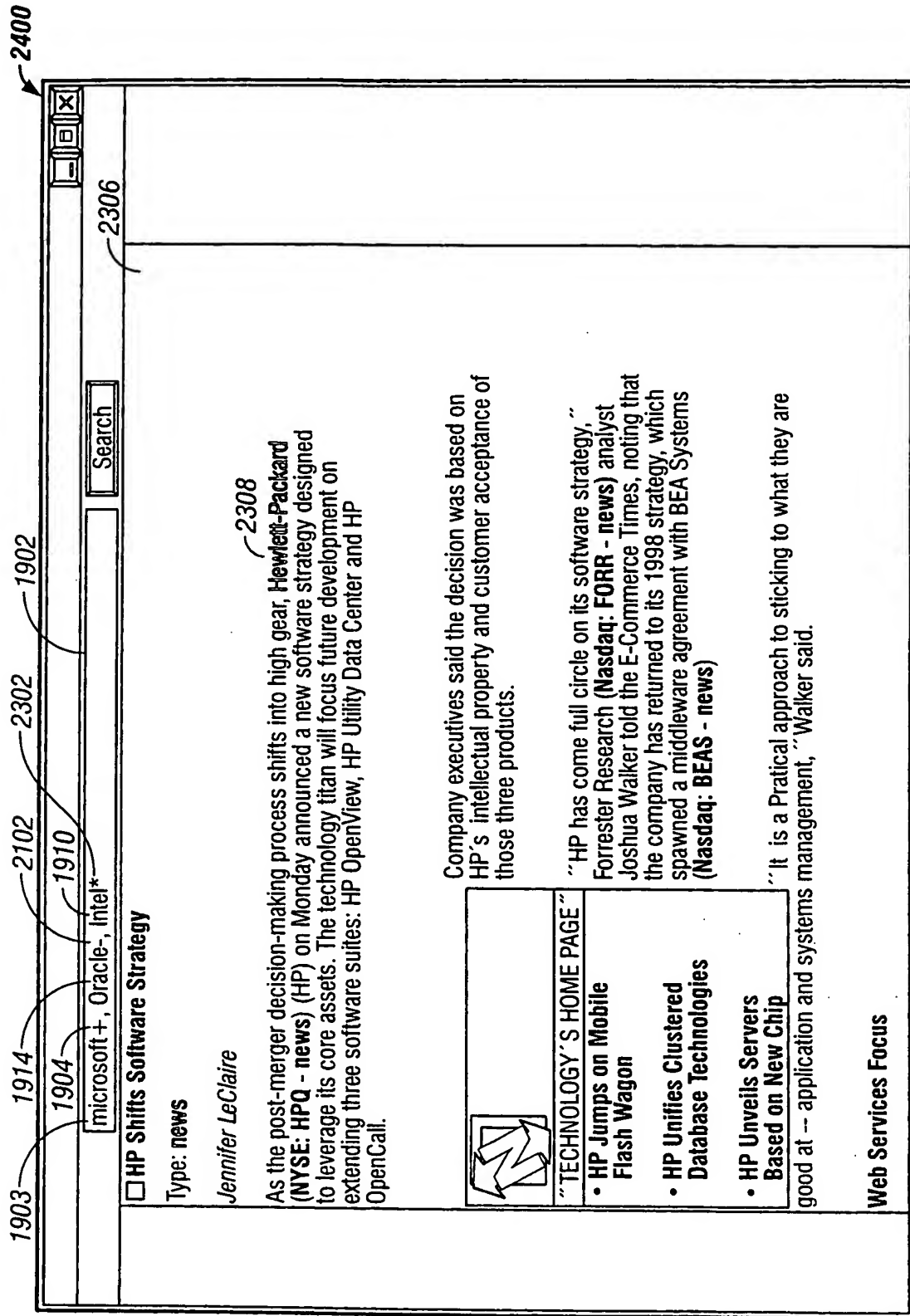


FIG. 24

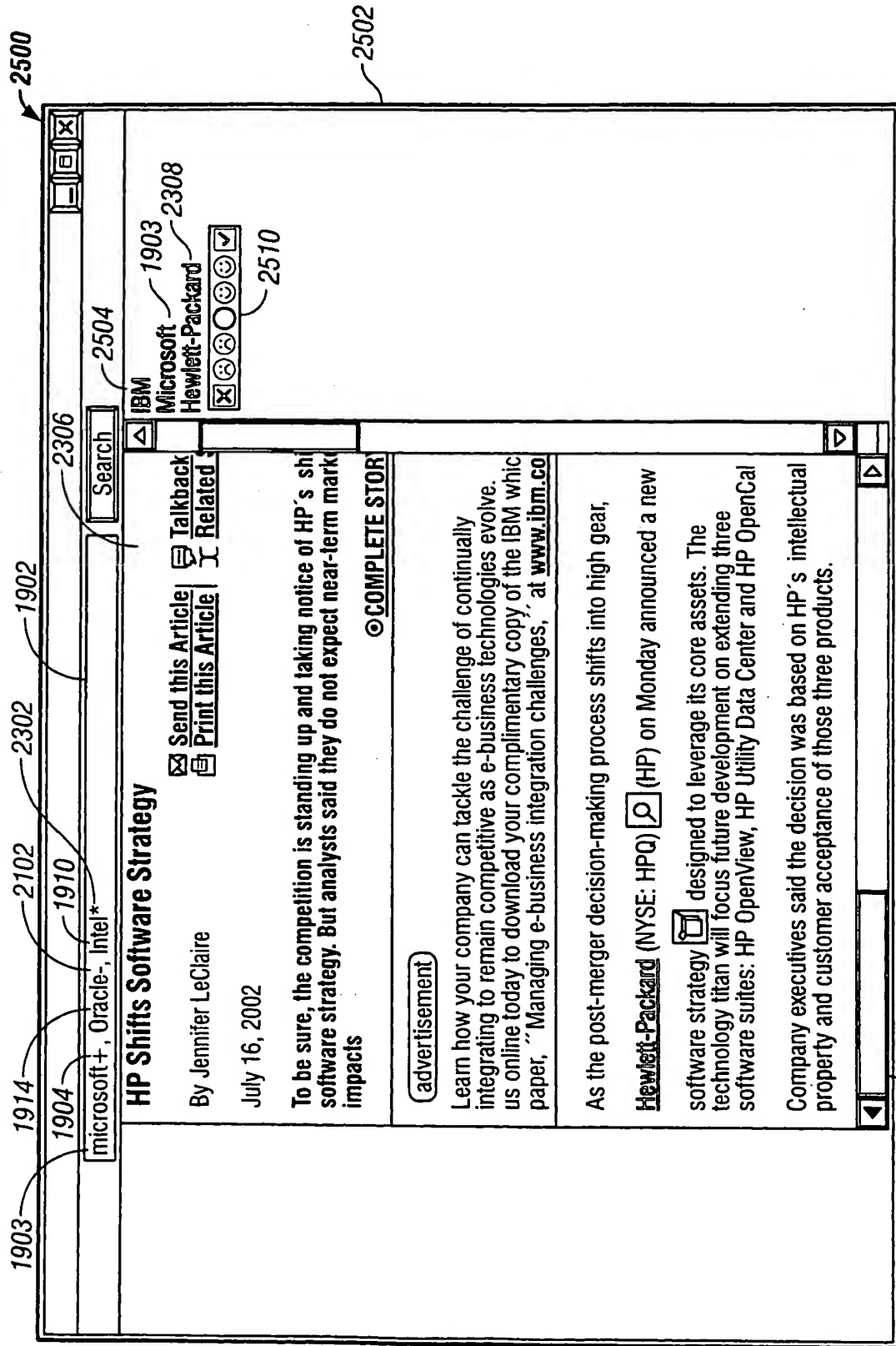


FIG. 25

2600

2602

Never Tell me about SAP
Tell me Everything about SAP

SAP is Important to me
SAP is not Important to me

Postpone Articles about SAP

Advanced...

2604

Tomorrow
Tue
Wed
Thu
Fri

1 Week
2 Weeks
1 Month
1 Quarter

FIG. 26

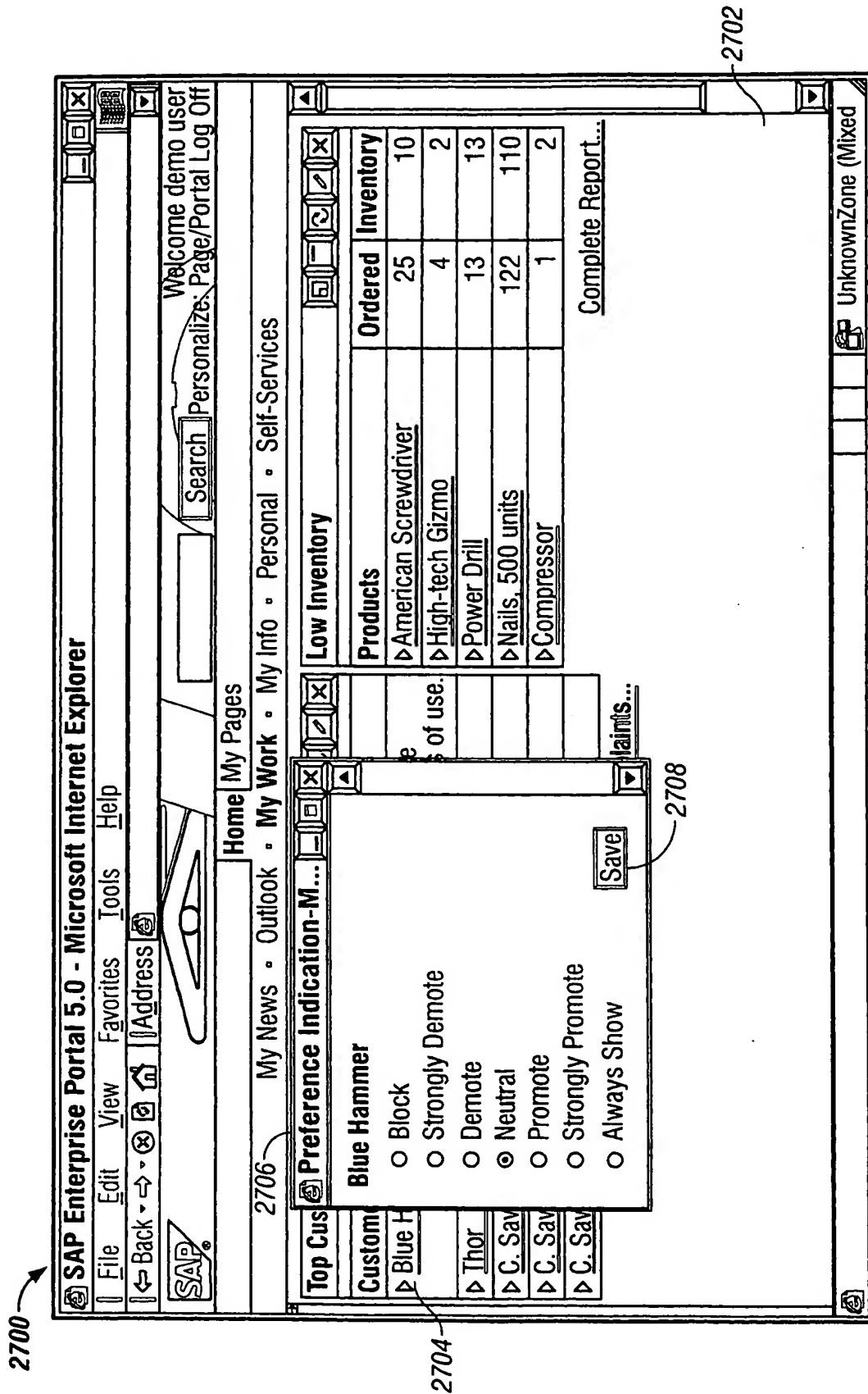


FIG. 27

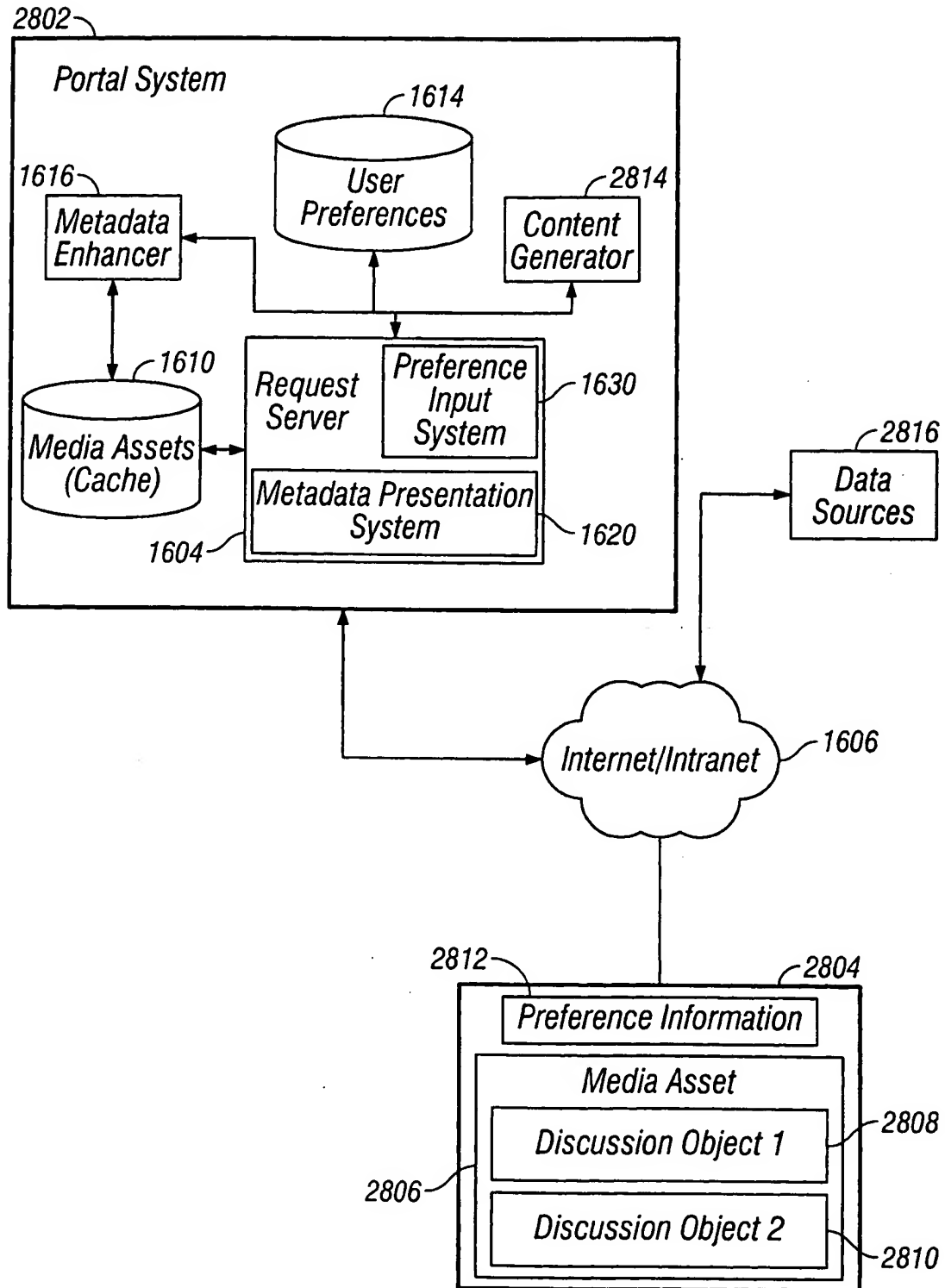


FIG. 28

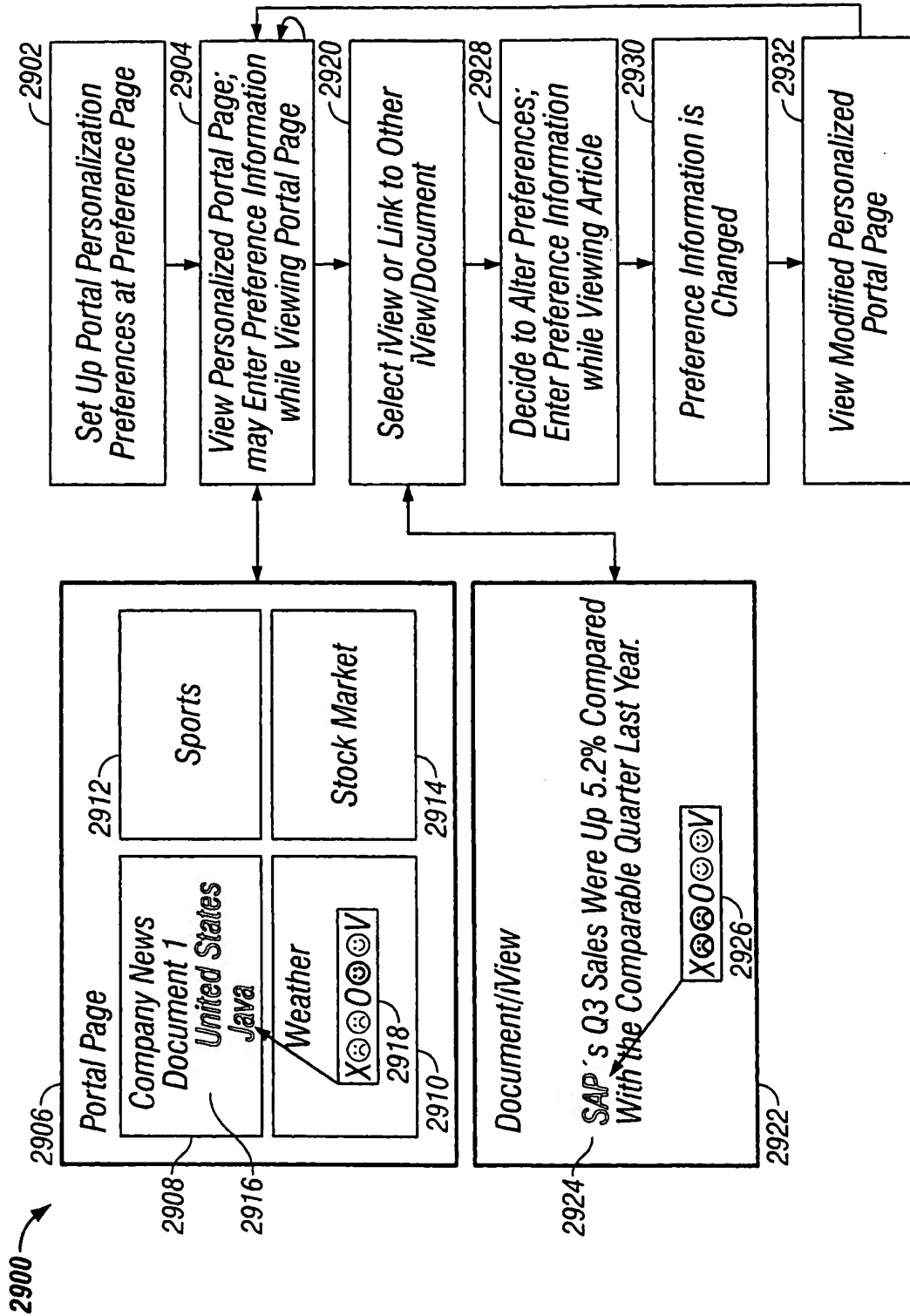


FIG. 29

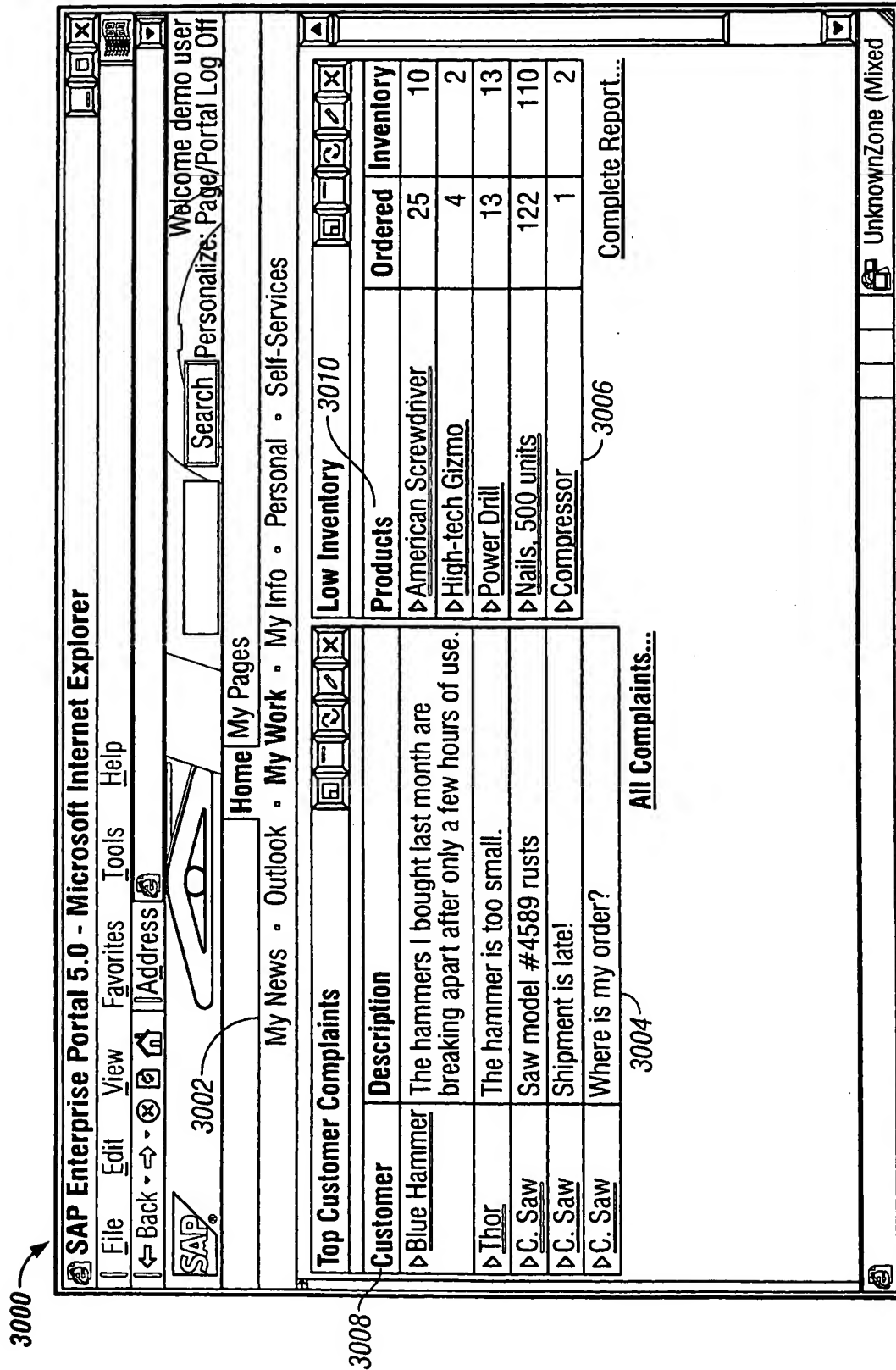


FIG. 30

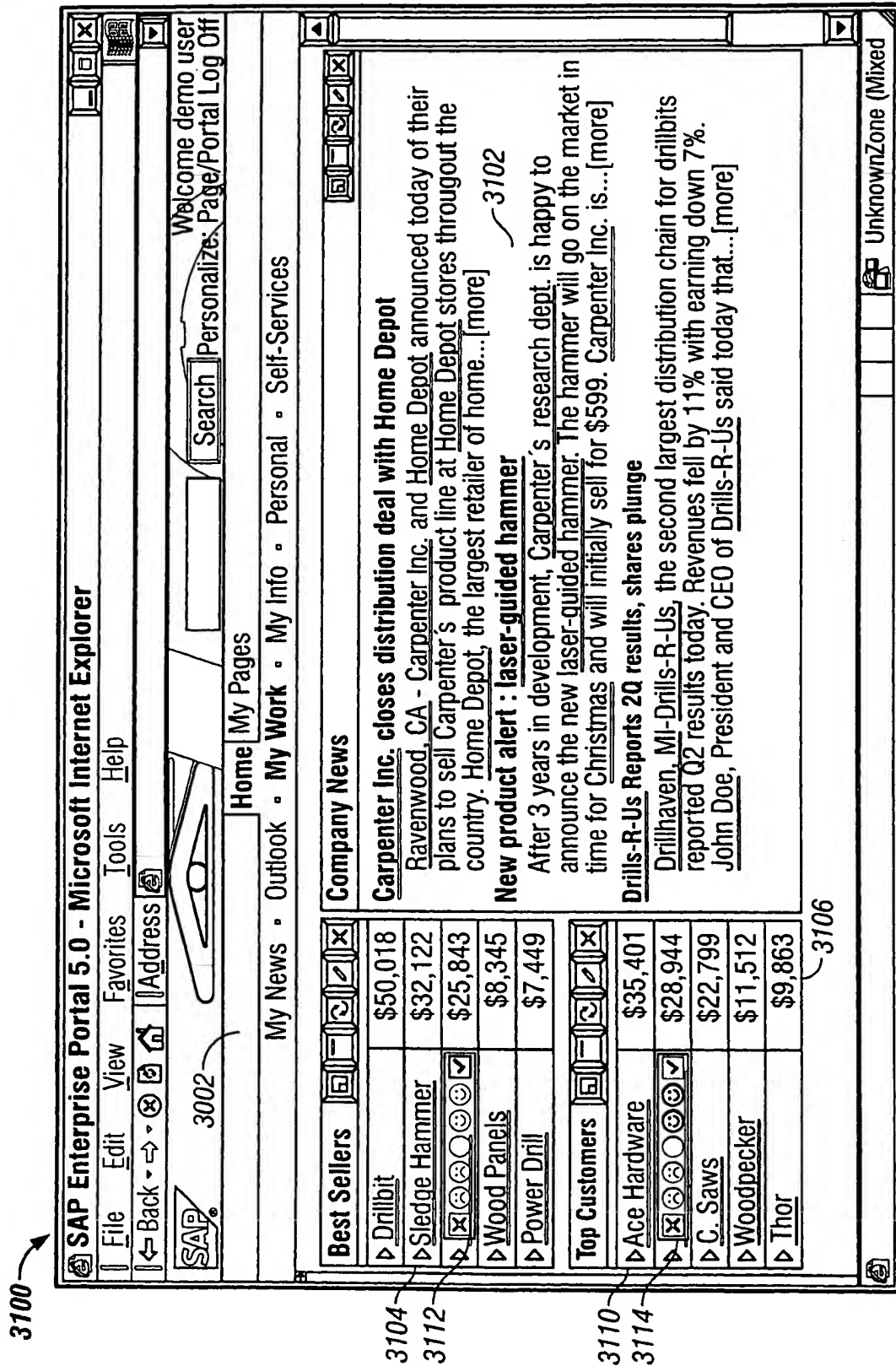


FIG. 31

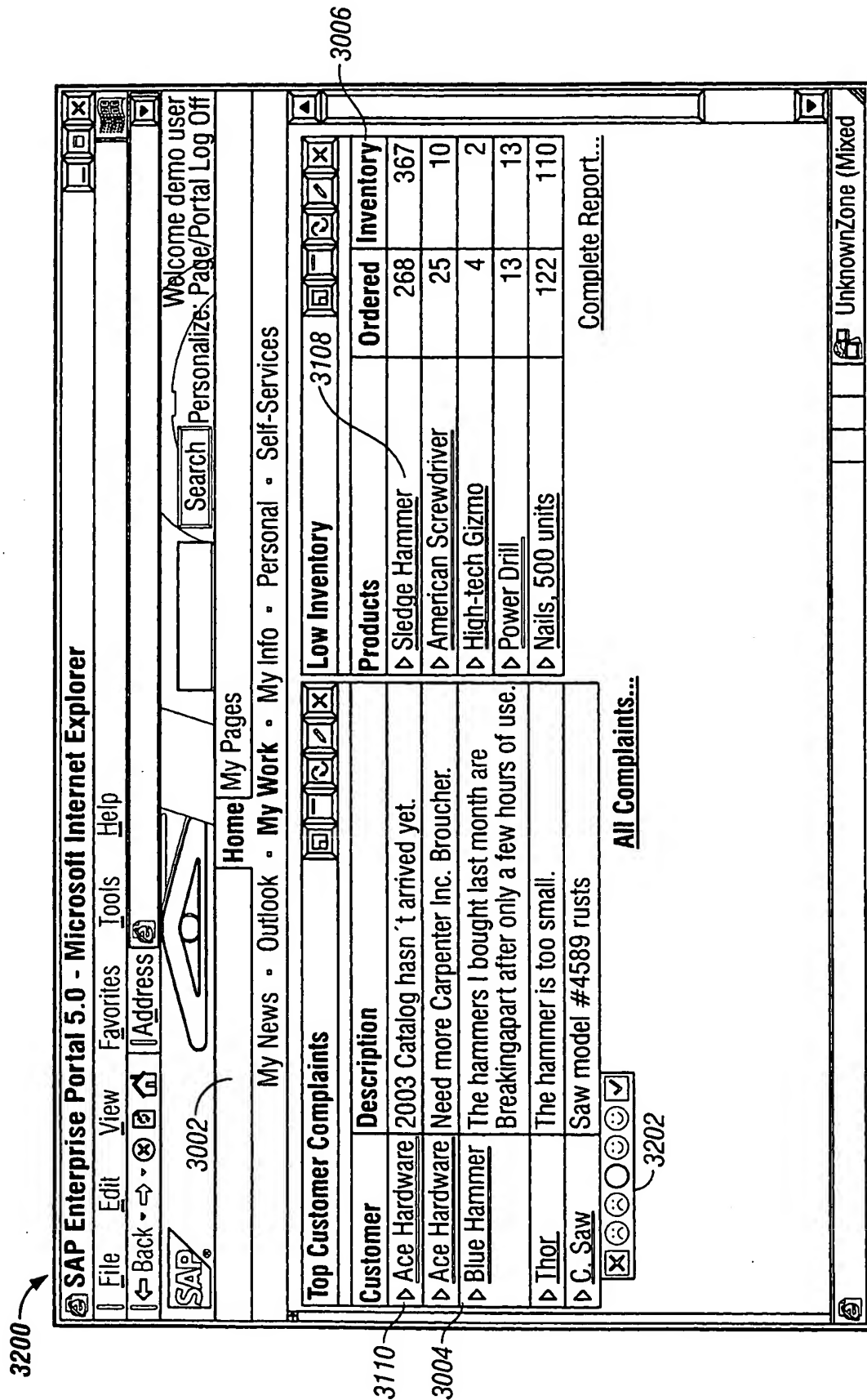


FIG. 32

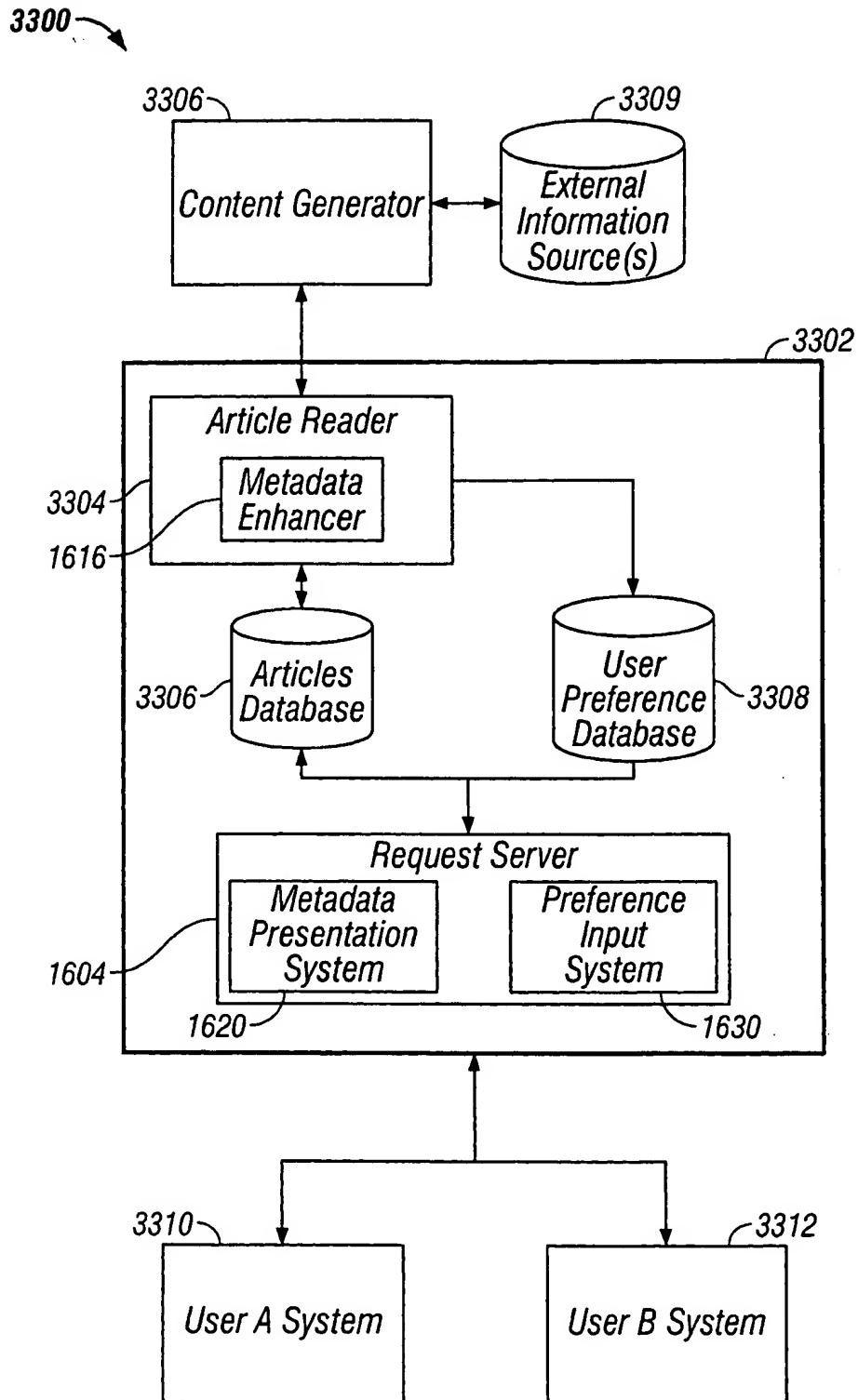


FIG. 33

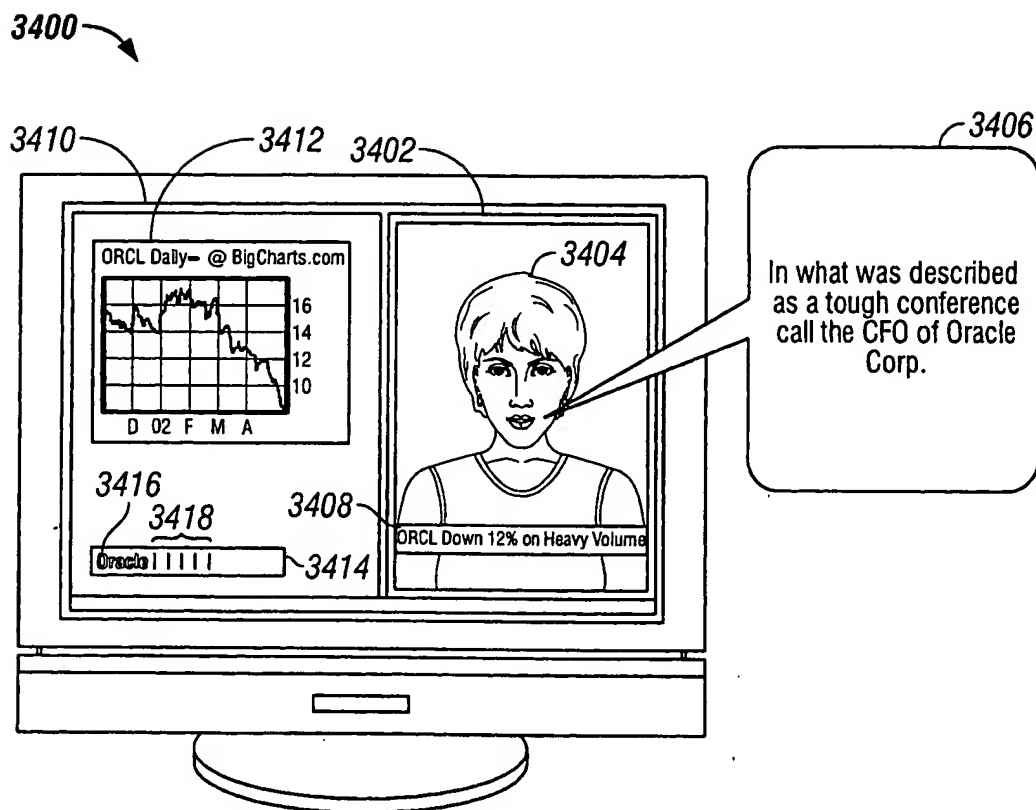


FIG. 34

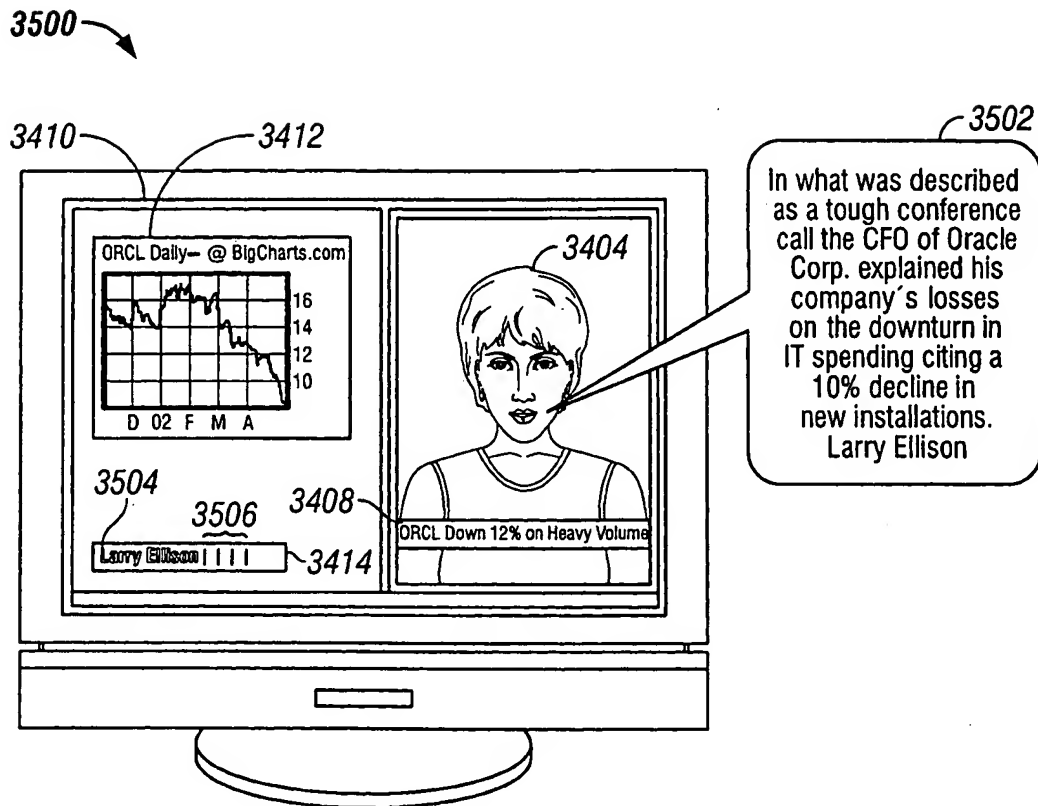


FIG. 35

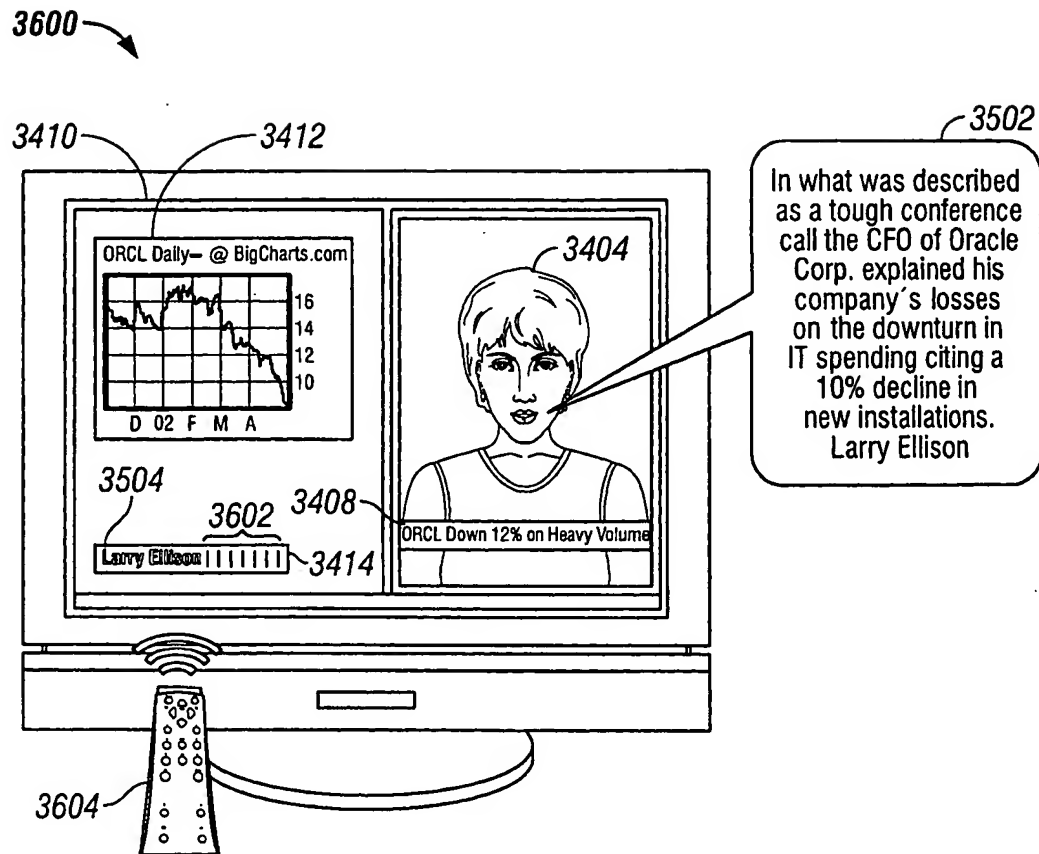


FIG. 36

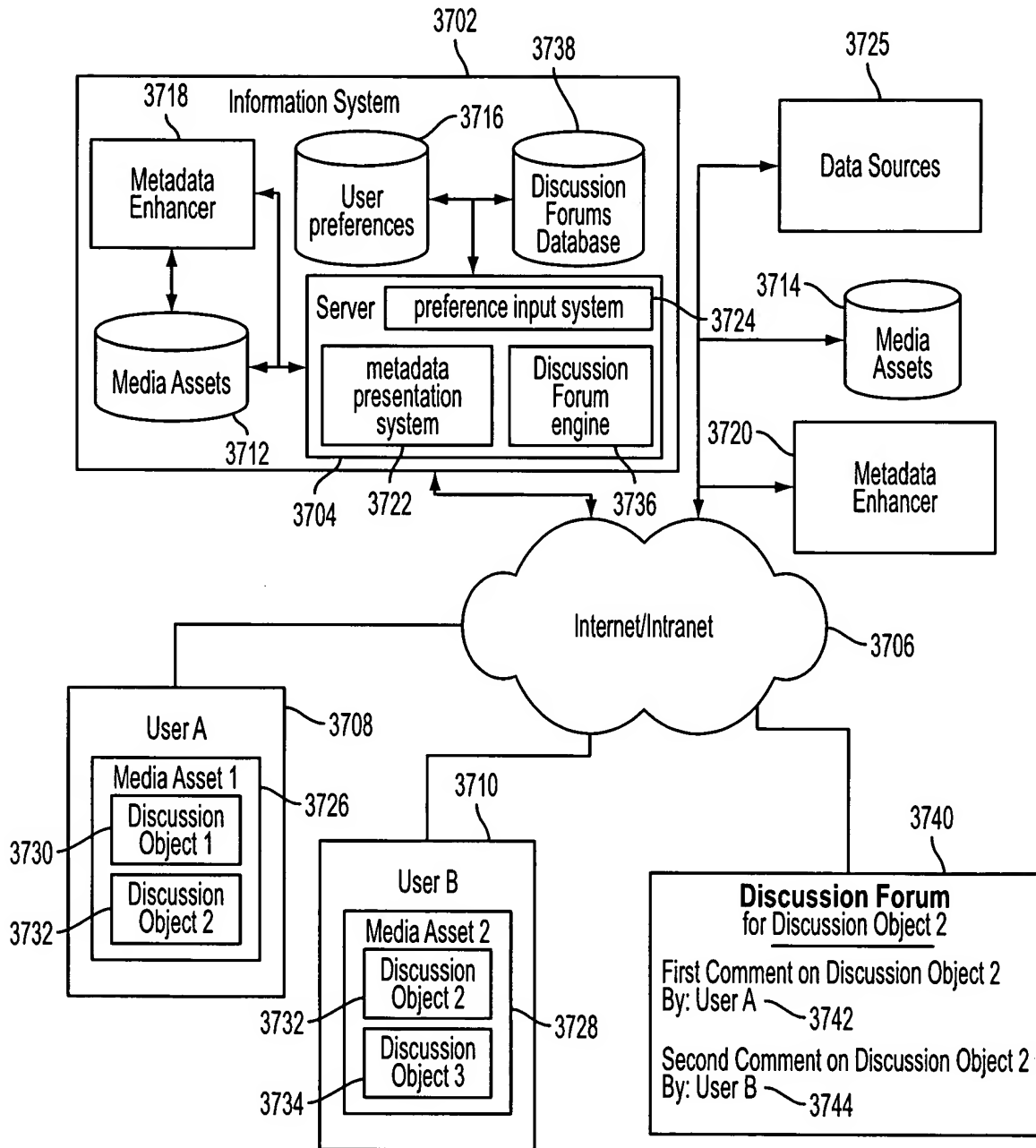


FIG. 37

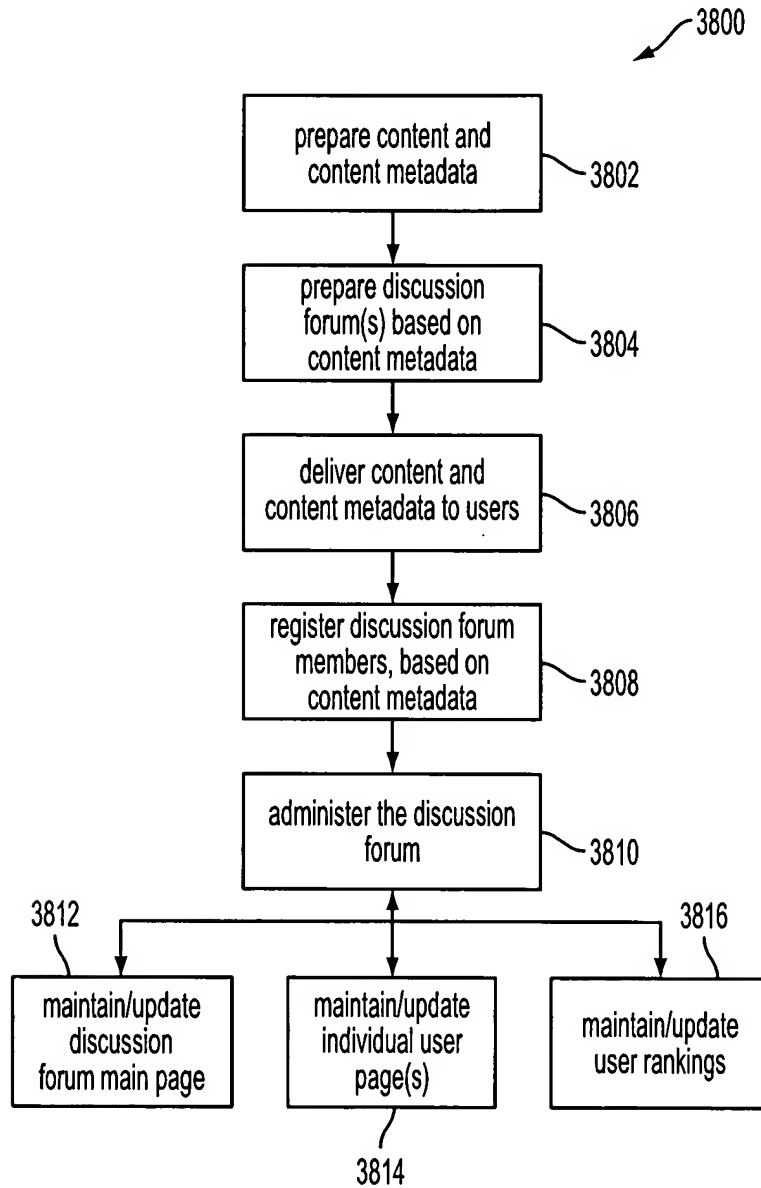


FIG. 38

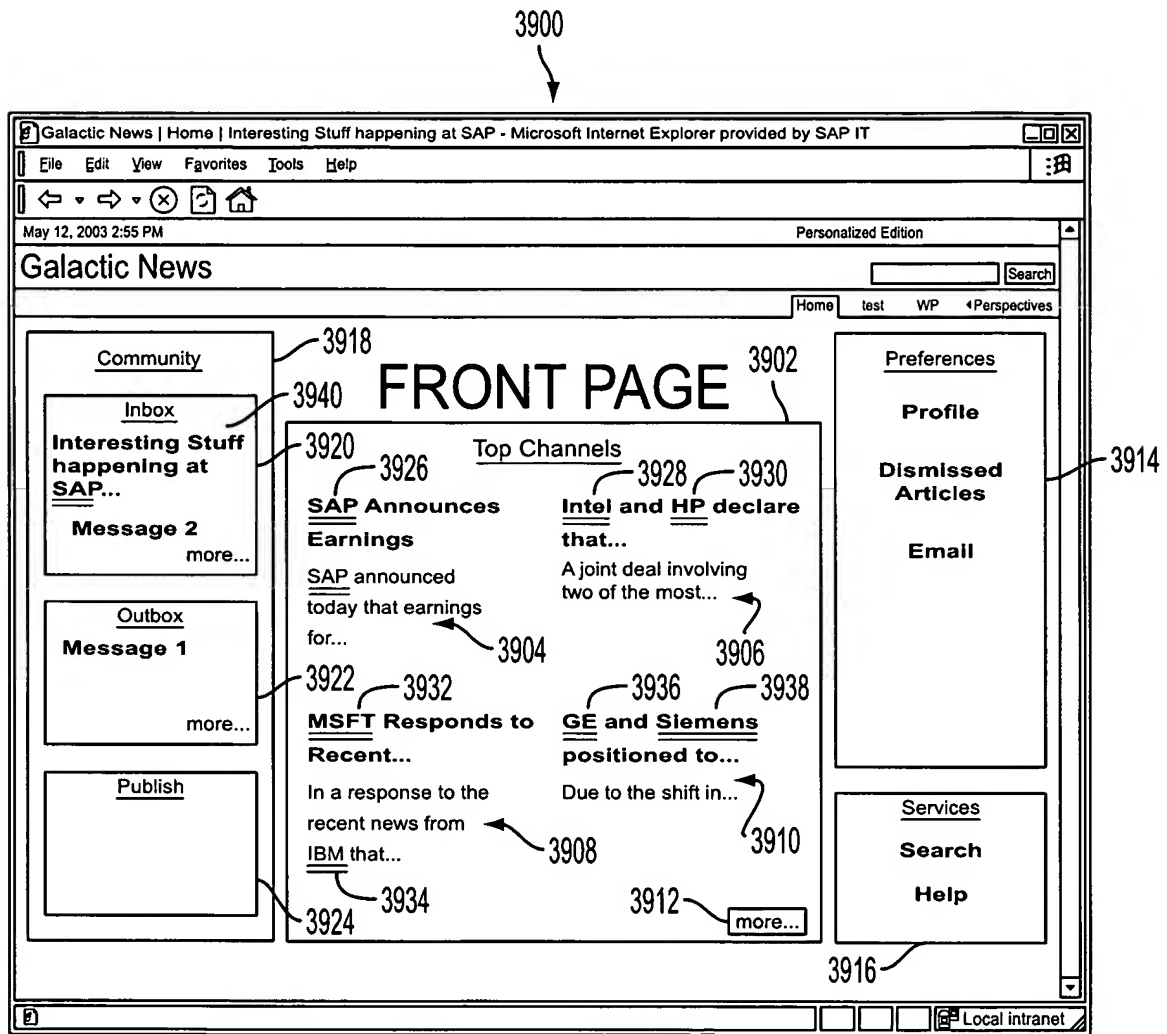


FIG. 39

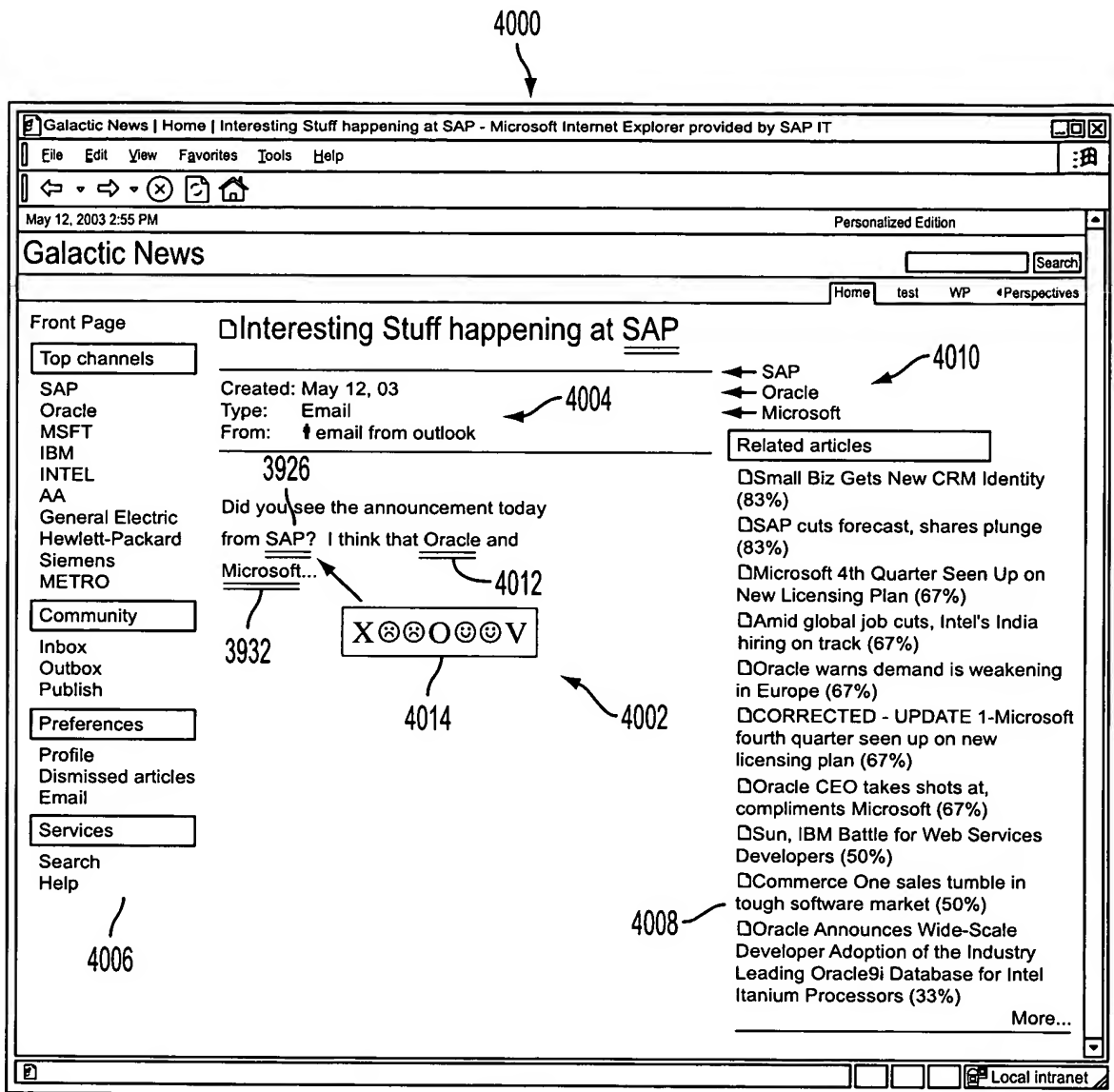


FIG. 40

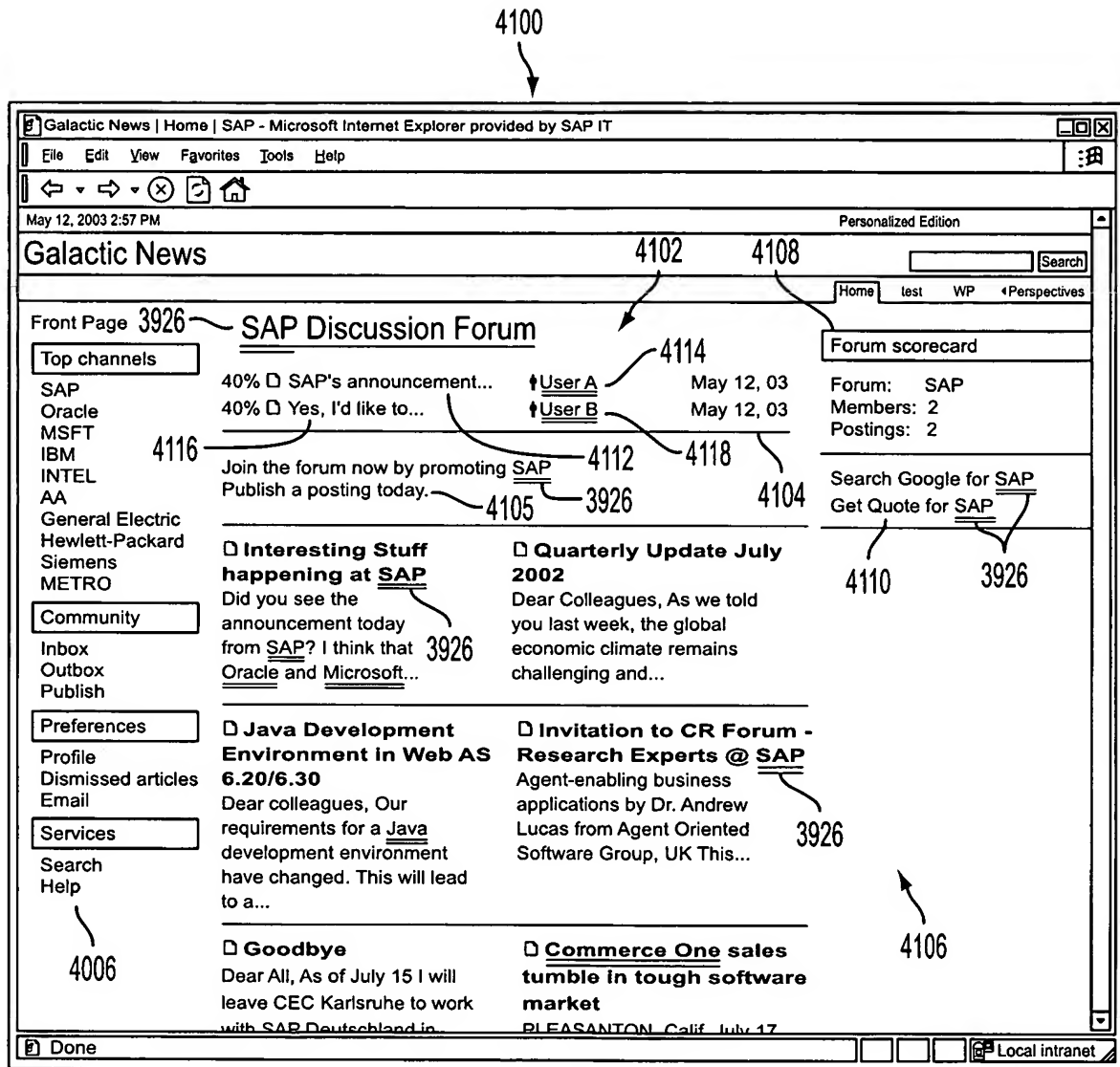


FIG. 41

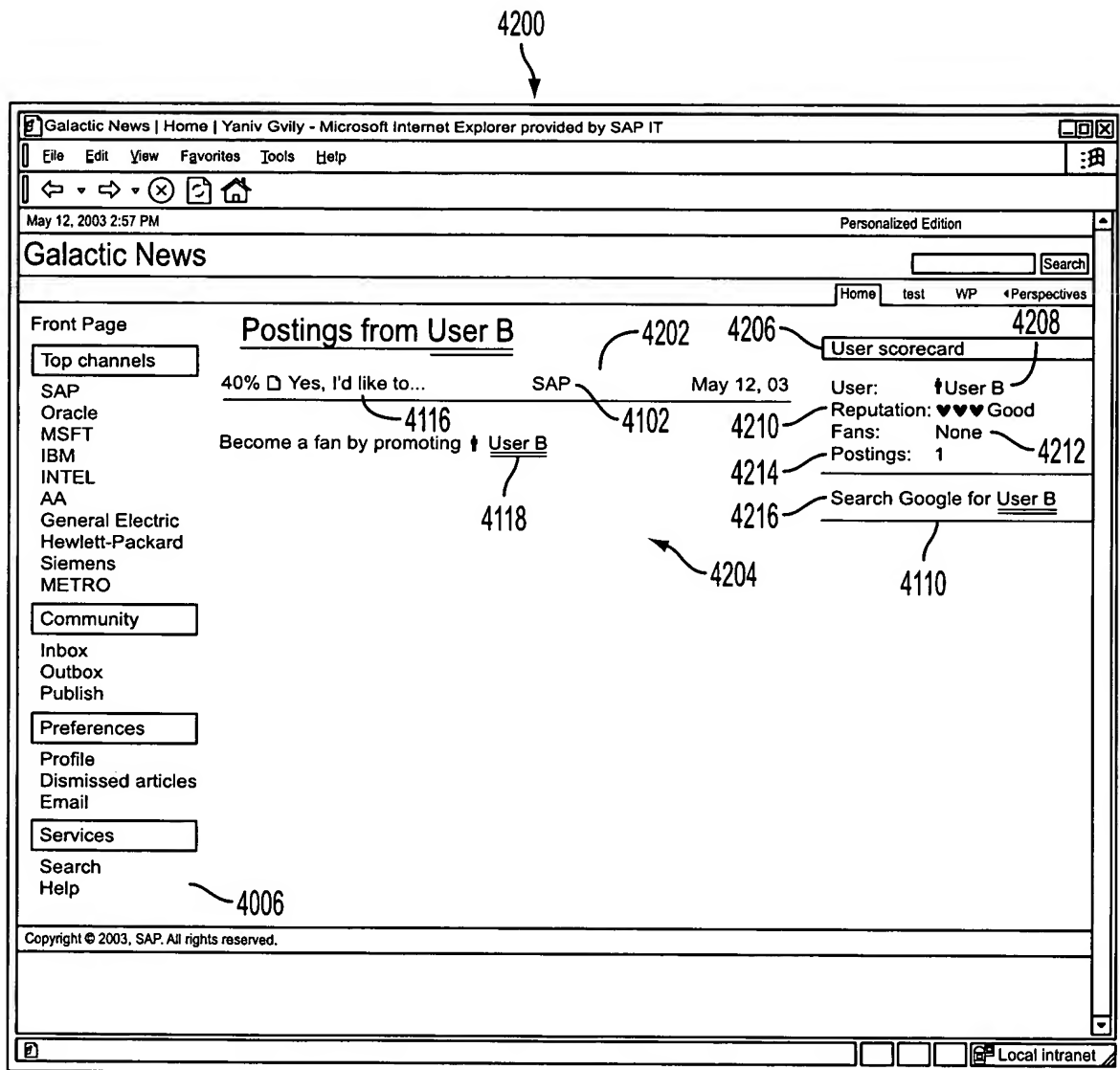


FIG. 42

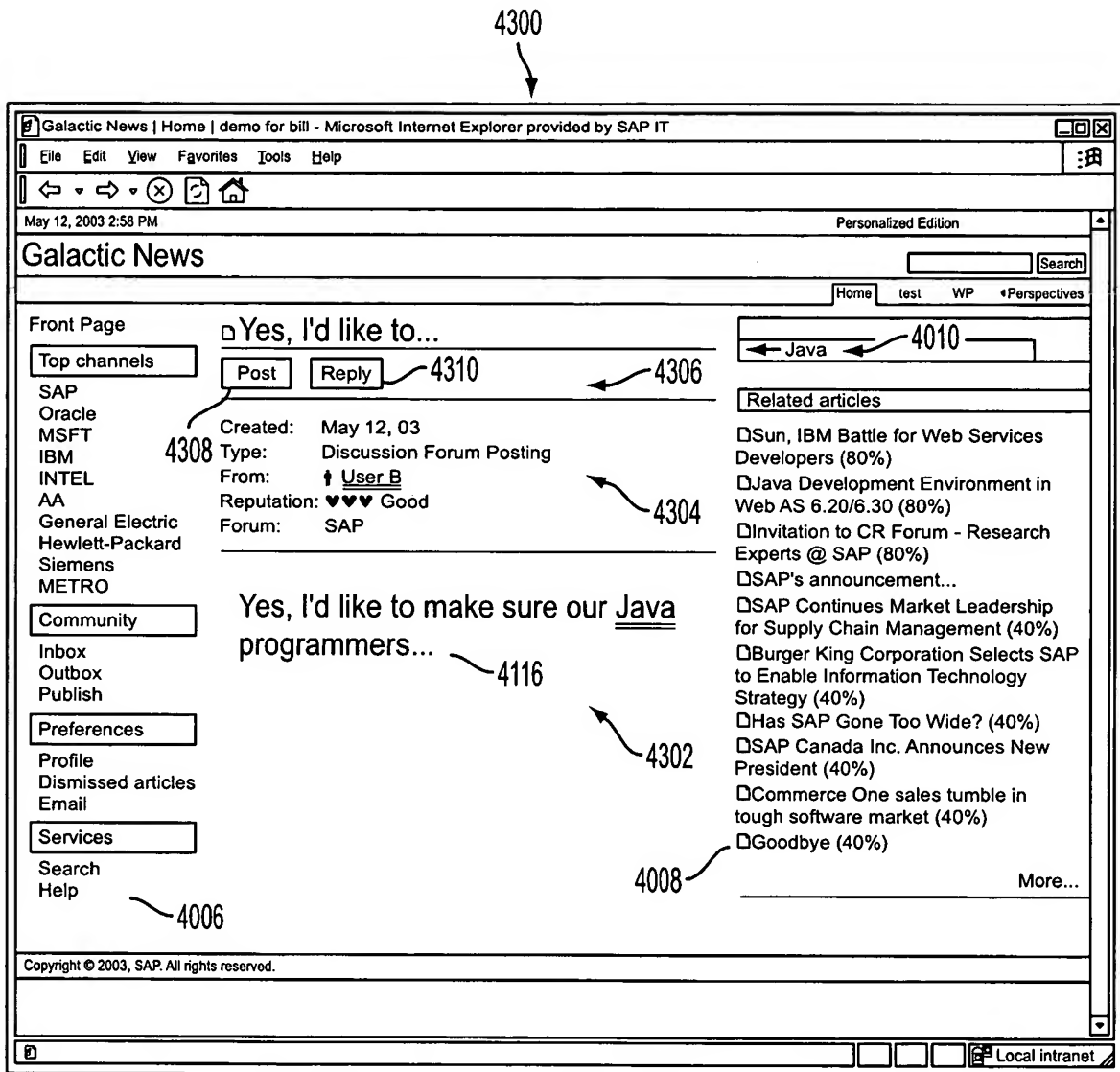


FIG. 43

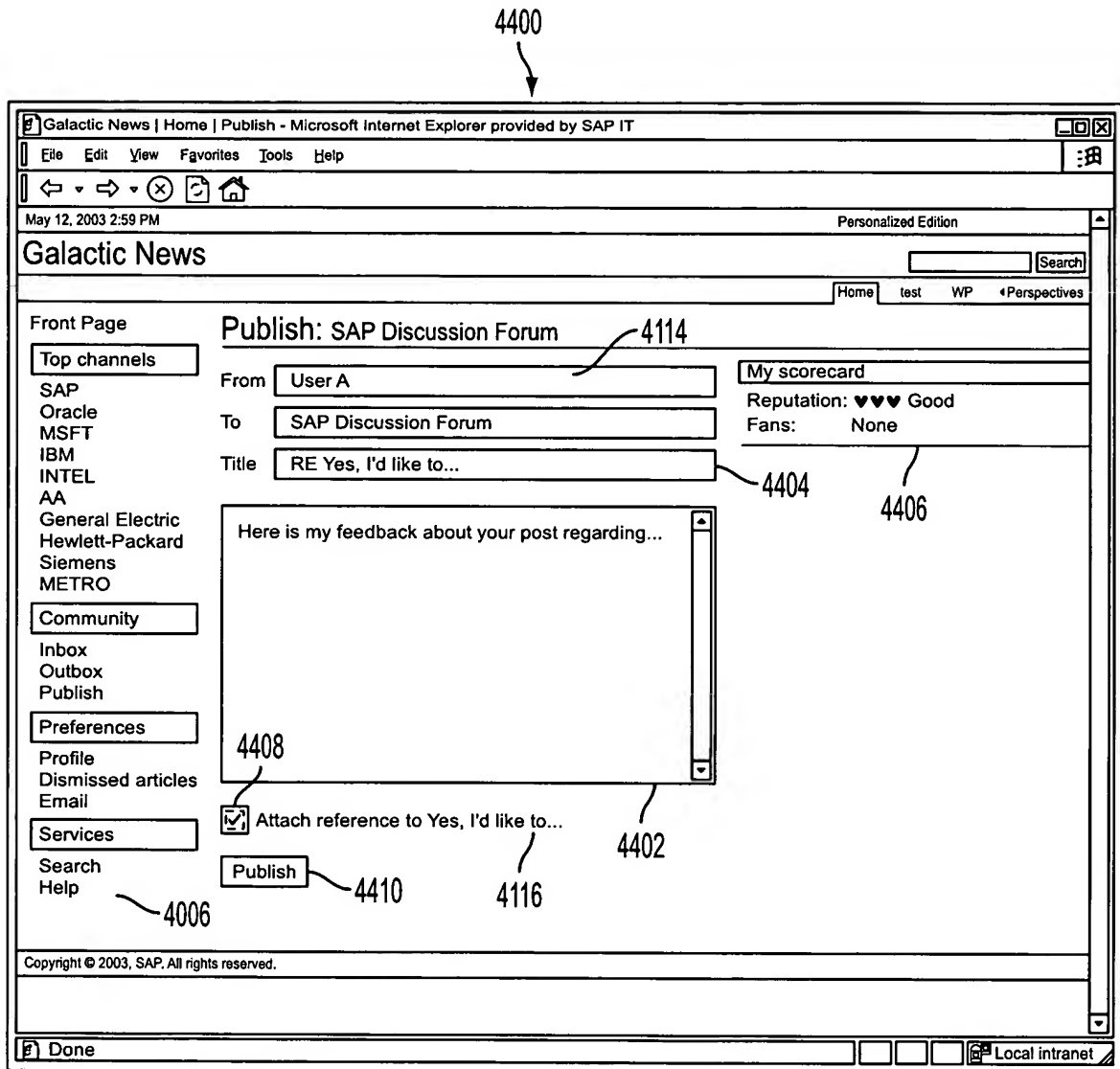


FIG. 44

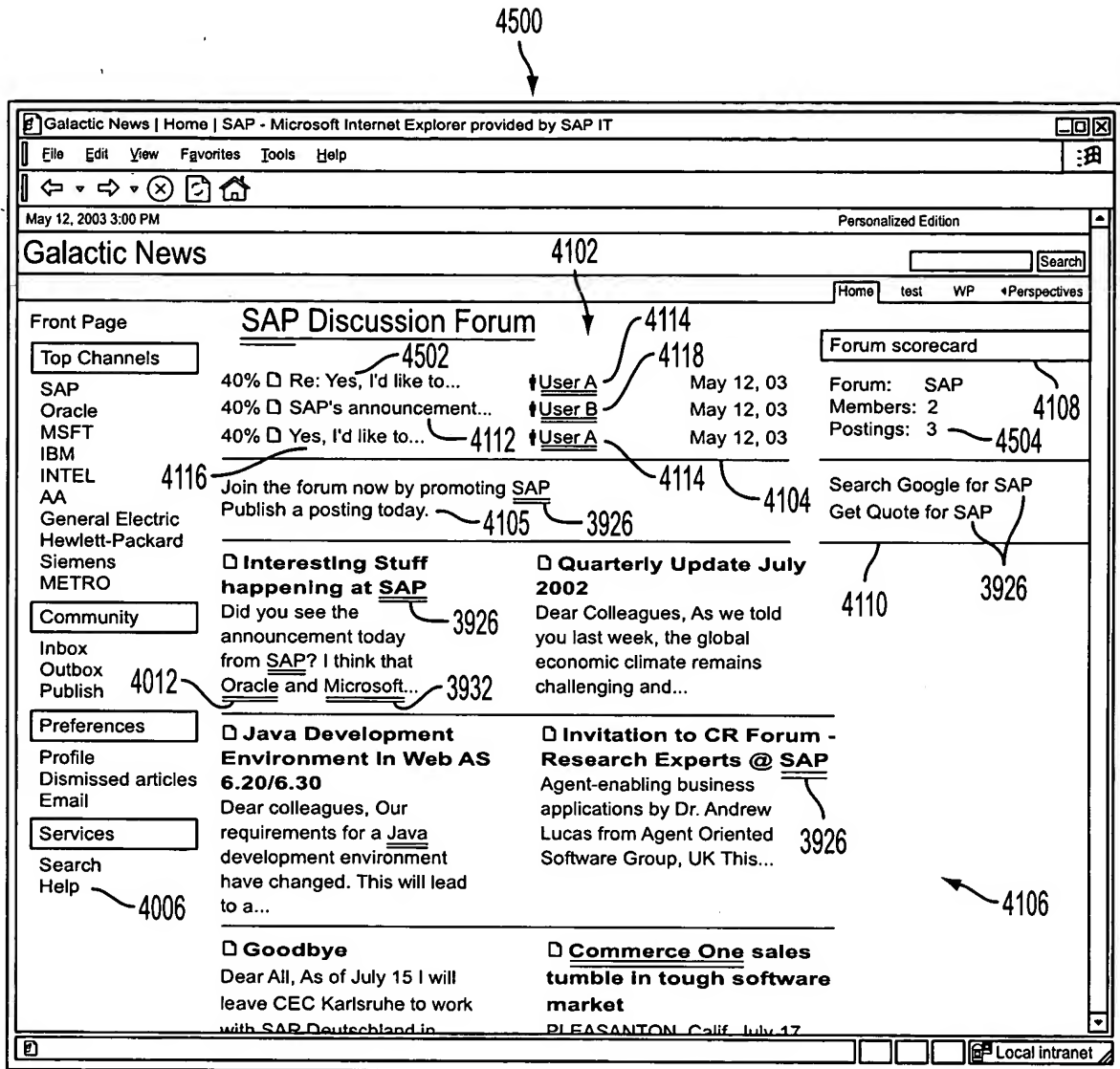


FIG. 45